

Whitefoord House Receptionist Job description & person specification

About us

Scottish Veterans' Residences (SVR) was established in 2019 following the merger of SVR and Scottish Veterans' Housing Association. We date back to 1910 and we are Scotland's oldest military charity. We provide supported housing for homeless Veterans and former members of the Merchant Marine who are in need. As well as person-centered housing support, we offer a range of recreational activities and a counselling service.

We are a Registered Social Landlord and are regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of our work can be found at: www.svronline.org.

Supported accommodation is provided at our three Residences:

[Whitefoord House](#)
[Edinburgh](#)

[Rosendael, Broughty Ferry](#)
[Dundee](#)

[Bellrock Close](#)
[Glasgow](#)

Our Vision: All Veterans living as independently as they are able, in a place they are proud to call home.

Our Values: Dignity and Respect Unity of Purpose Expert provision of Service

Our Mission: To provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able to return to independent living.

Post details

Job Title	Part Time Receptionist	Line Manager	Residence Manager
Hours	18 h/week	Salary	£12,994.11
Place of Work	Whitefoord House, Edinburgh		
Direct reports	None		

We offer an excellent remuneration package, plus additional benefits, pension, and 225 annual holiday hours (pro rata)

About you

You are a dynamic and enthusiastic individual who will support the provision of reception within the Whitefoord House campus providing an efficient and professional service to Scottish Veterans' Residences service users, external agencies and staff.

You will support the implementation of our Vision and Mission, applying our Values to deliver the safety, health, comfort, and welfare of residents in line with the Care Inspectorate's Health and Social Care Standards.

In addition, you will be able to demonstrate a track record of organising and delivering administrative support within a dynamic and multi-functional environment. You are reliable, consistent, focused, and flexible in both your outlook and approach.

Main responsibilities

- Promote a caring and supporting environment which provides residents with a high standard, meets individual needs and ensures everyone is treated with respect and dignity and rights to privacy, independence and choice are met.
- Receive visitors to the building and advise the appropriate staff member, and direct all incoming calls to the appropriate person or take and pass on accurate messages for members of staff.
- Observe the health and safety policy at all times, ensure all visitors or contractors to the premises are registered and ID Badges are given
- To be conversant with all current office equipment in use and ensure that it is in good working order and maintain the Reception area in a safe and presentable state.
- Issue and receive all keys and ensure key security.
- Issue and log all entry fobs issued to contractors and visiting professionals.
- Take rent payments
- To take financial responsibility in recording, counting and banking monies etc. and be responsible for the safe keeping of the float in the absence of the Administrator
- To process and dispatch all incoming and outgoing mail
- Be fully conversant with the action to be taken in the event of a fire including testing of fire alarms.
- Ensure compliance with the standards set by the relevant regulatory and statutory bodies including Care Inspectorate and Scottish Social Services Council.
- Ensure compliance with General Data Protection Regulations.
- Ensure compliance with risk management requirements.

Staffing responsibilities

- There are no staffing responsibilities associated with this role

Service responsibilities

- Maintain Rooms Management File in which each room maintain an accurate record of NOK details, room inspections & hospital admittance forms.
- Report any faults concerning the maintenance of the building to the maintenance officer.
- Ensure that all faults are reported to the Maintenance Officer if they are not on site and it is urgent call ECG to arrange the appropriate contractor along with fault sheet completed and passed on.
- Maintain the daily resident roll and check all those who have not been contactable or seen by 1400hrs.
- Liaise with doctor's surgeries as required. Assisting new residents in registering with the local surgeries, put in for repeat prescription and assist residents making appointments when their support worker is either off site or in a meeting. Call residents to reception when prescriptions are delivered
- To maintain and update the office filing system (paper and electronic) and ensure all documents are filed correctly in accordance with the Data Asset Register and Data Protection Act 1998 and ensure confidentiality is adhered to at all times.

Other Responsibilities

- Provide reports as reasonably requested by the Residence Manager.
- From time to time, carry out any other duty as reasonably requested by the Residence Manager.

Person Specification

The essential qualifications and characteristics that will be required of the person undertaking the role are:

Item	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Digitally orientated and proficient in systems management including Microsoft Office products (Microsoft 365 preferred)	D	A

Working knowledge of the General Data Protection Regulations.	E	A/I
A commitment to Equality and Diversity	E	A/I
Ability to manage conflicting demands and take decisions efficiently and effectively	E	I
Excellent communication skills on all levels (written and verbal)	E	A/I
Excellent negotiating skills	D	I
Full UK Driving licence	D	A/I
Able and willing to work flexible hours	E	A/I
Previous Military service or an awareness of the veteran community and issues which may affect veterans	D	

Other Relevant Information

End.