



## **Job Description**

Title: Centre Support

Location: IJF Oaksey House, Lambourn, Berks

Reporting to and working in partnership with the Resident Manager, the Centre Support is responsible for managing the reception desk in addition to undertaking duties to ensure the smooth running of the Injured Jockeys Fund rehabilitation centre, Oaksey House

### **Role requirements**

The role requires a high standard of customer service, excellent administration, organisational and communication skills in addition to competency with IT and numeracy.

### **Areas of Responsibility:**

- To be a team member within a small staff, to offer relevant support to all colleagues and to maintain the efficient and effective running of Oaksey House
- Assist and support the Resident Manager, Clinical and Housekeeping teams in all aspects of administration
- Provide cover for the Resident Manager and Centre Housekeeper with regard to specific daily and weekly tasks when required\*
- Answering telephone and personal enquiries at the centre
- Monitor and respond in a timely manner to all enquires made to the IJF Oaksey House general email address and mobile telephone
- Produce and maintain statistics to specific deadlines
- Update and maintain practice management software. Scan and file documents, book appointments, receive payments and send invoices.
- Attend, take and distribute minutes at regular Team and Clinical Review meetings
- Produce Welcome Packs for those staying for intensive residential rehabilitation and send feedback questionnaires following discharge
- Audit and order a range of supplies and sundry items
- Attend and assist at IJF events
- Assist with seasonal selling of the charity's products
- Carry out other duties outside the normal daily/weekly routines but within the scope of this position

\* Examples of these duties include:

- Opening and closing/securing of the building
- Fire alarm testing
- Defibrillator testing
- Hydrotherapy pool testing
- Checking First Aid kits
- Purchase of food and beverages
- Putting out/bringing in bins
- Dishwasher load/unload

The purpose of this document is to act as a guide to the duties which may be required. It is not an exhaustive list and other duties may be required with the grade of the post and competencies of the post holder. The job description from time to time may be subject to review and change following consultation with the post holder.

**Hours:**

Monday to Friday, 1.00 pm to 5.00 pm

**Person Specification**

Evidence of the following will be required

<b>Essential skills and attributes</b>	<b>Desirable</b>
Excellent administration, communication and IT skills	Sound knowledge of GDPR and Caldecott Principles
Proficient in the use of Microsoft packages	Medical secretarial knowledge
Ability to prioritise and multi-task	Experience of working in a busy, customer-facing environment
Hard working and enthusiastic	Ability to be flexible in working hours if required
Happy to work unsupervised if needed/ able to use own initiative	Awareness of/interest in horseracing