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**Job Description:** Receptionist

**Responsible to:** Centre Manager

**Accountable to:** Centre Manager and Chief Executive Officer

**Contract:** Permanent

**Pay:** £14,286 actual

**Working Hours:** 22½ hours per week, generally 8.30am – 1.00pm, Monday to Friday

**Location:** Slynedales, Slyne Road, Lancaster, LA2 6ST

**About Us**

CancerCare is dedicated to supporting individuals and families affected by cancer or bereavement. We provide a range of services, including professional counselling, complementary therapies and group creative therapies, as well as offering informal support and advice. Our team is passionate about making a difference, and we are looking for a warm and professional Receptionist to be the first point of contact for our visitors, clients, staff, therapists and volunteers.

**Role Summary**

As a Receptionist you will be responsible for opening the Centre each day. You will play a key role in creating a welcoming and supportive environment for patients, families, donors, and volunteers. You will manage front desk operations, coordinate schedules, and assist with administrative and fundraising tasks to support the charity’s mission, vision and values. You will comply with CancerCare’s organisational policies and procedures including and not exhaustive to: Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data Protection, Safeguarding Vulnerable Adults & Children.

**Key Responsibilities**

**Front Desk & Communication:**

* Open the Centre each day, ready to receive clients and visitors.
* Greet and assist visitors, clients, donors, therapists and volunteers with a friendly and compassionate approach.
* Answer and direct phone calls and emails to the appropriate departments in a professional and empathetic manner.
* Take full and accurate messages when staff are unavailable and pass these on in a timely manner.
* Provide accurate information about our services to clients, staff, and volunteers.

**Appointments & Coordination:**

* Manage the clients’ daily appointment bookings sheets and maintain an organised reception area.
* Ensure therapists provide their weekly schedules in a timely manner.
* Organise volunteer transport for clients where necessary as requested by the therapists.
* Provide a full handover to the afternoon volunteer receptionist.

**Administrative & Office Support:**

* Handle incoming and outgoing mail, deliveries, and couriers.
* Ensure incoming mail is opened by two people.
* Monitor office supplies and information leaflets, and place orders as needed.
* Provide general administrative support, such as data entry and document filing.
* Ensure sensitive information is handled with confidentiality and care.
* Keep the "shop" area tidy, ensuring appropriate items are on display and priced accordingly for sale.

**Fundraising & Outreach Support:**

* Support fundraising and outreach efforts by assisting with processing donations and issuing receipts.

**Meetings & Engagement:**

* Attend staff meetings when required.
* Keep up to date with mandatory training.
* Undertake any other duties as determined by the Executive Leadership Team.

**Person Specification**

**Essential:**

* Excellent communication and interpersonal skills, with a warm and professional manner.
* Previous experience in a receptionist, customer service, or administrative role.
* A compassionate and empathetic approach to working with people affected by cancer or bereavement.
* Strong organisational skills with the ability to multitask.
* Proficiency in Microsoft Office (Word, Excel, Outlook) and database management.
* Ability to handle sensitive situations with empathy and discretion.

**Desirable:**

* Experience in a healthcare, charity, or non-profit environment.
* Knowledge of cancer-related services or support networks.
* Experience working with volunteers or fundraising teams.

**Why Join Us?**

* Be part of a meaningful cause, making a direct impact on people’s lives.
* Supportive and inclusive team environment.
* Opportunities for training and personal development.

**How to apply**

Please download an application form at <https://cancercare.org.uk/careers> and return it to [hr@cancercare.org.uk](mailto:hr@cancercare.org.uk)

Closing date 31 March 2025.