

Job Description: Receptionist

Company:	J & E Homes
Department	Operations
Reports to	Director of Operations / Home Manager
Location	Ibadan, Nigeria
Employment Type	Full-Time

Role Purpose

The Receptionist provides high-quality front-of-house, and administrative support to the team. As the first point of contact for residents, families, visitors and external partners, this role is vital in maintaining a warm, professional and organised experience from initial enquiry through day-to-day interactions.

This is a multifaceted role that manages reception operations, coordinates enquiries, supports teams and assists with basic facilities management to ensure J & E Homes remains welcoming, safe and orderly.

Key Responsibilities

1. Front-of-House and Team Assistance

- Provide excellent customer service to residents, families, visitors and external partners. This includes welcoming them in a professional manner and offering support where needed.
- Manage reception systems including visitor sign-in/out logs, access control and appointment coordination.
- Handle telephone calls, emails and general enquiries, ensuring timely responses and appropriate follow up or escalation where necessary.
- Maintain a clean, and organised reception area, ensuring noticeboards and information displays are up to date.
- Offer general information about J & E Homes, its services and facilities to prospective residents and families.
- Assist with internal staff communications and general HR administration including recruitment, onboarding, inductions etc.

- Support the Executive team with preparation of documents, meeting agendas and minutes.

2. Enquiry Handling & Resident Experience (Non-Clinical)

- Serve as a first point of contact for general resident and family enquiries.
- Support coordination of appointments, activities, meetings and routine communications.
- Log and escalate concerns, compliments and feedback in line with organisation procedures.
- Maintain accurate records of significant communications and follow up actions.
- Support Resident Coordinator with preparation for J & E tours and other new business or growth initiatives.

3. Office Management

- Maintain accurate electronic and paper records, filing systems and administrative trackers.
- Prepare letters, reports, forms and basic documentation as required.
- Manage calendars, appointments and meeting schedules for the Resident Care Manager and relevant teams.
- Monitor and replenish office supplies, stationery and reception materials.
- Maintain maintenance and repair logs, ensuring issues are recorded and escalated to the appropriate team or contractor.
- Coordinate supplier visits, contractor access and routine facility checks.
- Support organisation of resident activities, events and celebrations, including room setup and guest coordination.
- Establish documentation protocol, and monitor relevant certifications and training requirements with Resident Care Manager.
- Maintain staff records, attendance, absences and required documentation.

Person Specification

Essential

- Previous experience in administration, reception, customer service or a similar role.
- Excellent verbal and written communication skills.

- Strong organisational and time-management skills.
- Professional and confident telephone manner.
- Good computer skills, including Microsoft Word, Excel, PowerPoint amongst others.

Desirable

- Previous experience within healthcare, residential care, or hospitality.
- Experience coordinating admissions or customer onboarding.
- Experience working with vulnerable people.
- Experience with CRM, healthcare or management systems.
- Basic understanding of healthcare or care terminology.

Key Skills & Attributes

The successful candidate should demonstrate:

- Patient and respectful approach when communicating with people
- Excellent customer service
- Discretion and ability to maintain confidentiality when dealing with sensitive information
- Able to work independently while also contributing effectively as part of a team
- Ability to manage and prioritise multiple tasks in a busy environment, without compromising quality
- Problem-solving ability
- Cultural sensitivity
- Excellent organisation

Are you interested?

Send your CV and 1 Page Covering letter to careers@josephandestherhomes.com