



Receptionist Part Time post

**20 hours per week, 1pm – 5pm Monday to Friday
All year round**

**£17,252 per annum pro rata to hours worked
Hourly rate £8.9423**

Hereward is an exciting and innovative College with a reputation for high-quality provision that is responsive to the needs of our students. Based in Coventry, we specialise in providing excellent education and support to students with diverse and complex needs.

As a receptionist you will be the first point of contact for telephone, email and face-to-face enquirers, and you will provide excellent customer service to both external and internal customers.

We are looking for a highly organised individual who can manage their own time and prioritise their workload. You must have the ability to develop positive working relationships with individuals at all levels, have highly developed communication skills (both written and verbal) and the ability to work as part of a team as well as working independently without supervision. Good customer service skills are also essential.

It is essential that you have an understanding of general administrative procedures and good IT skills with competency in using Microsoft packages including Word, Excel and email.

Experience of working in a busy and proactive customer facing administrative environment is essential. You must have previous experience of resolving routine and basic queries and dealing with issues in a confidential manner.

The successful applicant must hold a Level 2 qualification in numeracy and literacy. If you do not hold this qualification, or cannot evidence it, you will be required to undergo an online or paper based assessment to demonstrate you are operating at Level 2.

For details of this and other career opportunities visit our website:

<https://www.hereward.ac.uk/about/join-our-team/>

You should submit a completed application and diversity monitoring form to vacancies@hereward.ac.uk no later than **9.00 a. m. on 1st October 2021**.

Interviews and assessments for this role will take place shortly after this date.

This College is committed to safeguarding and promoting the welfare of young people and vulnerable adults, and expects all staff to share this commitment. Successful candidates will be required to complete Enhanced DBS disclosure and provide referee details. Start dates will be conditional upon receipt of a satisfactory pre employment checks.

Whilst all applications are judged on merit alone, we would welcome applications from ethnic minority candidates as this section of the community is currently under-represented in our workforce. The College is committed to supporting employees who experience mental health difficulties and is proud to display the Mindful Employer logo.