

## Receptionist Job Description

<b>Job Title</b>	Receptionist
<b>Salary / Grade</b>	A18
<b>Department</b>	Admissions & Student Services
<b>Immediate Line Manager</b>	Admissions & Student Services Manger
<b>Date</b>	May 2018

### Main purpose and scope of post

To provide a high quality reception service for all visitors to the college, staff and learners, and to follow the reception's procedures to ensure the smooth running of the service.

### Responsibilities and accountabilities – General

- Contribute to the development and maintenance of a positive culture that embeds the College's values and beliefs, and ensures that students and staff feel valued, safe and supported
- Be a role model for outstanding employability skills and practices
- Present a positive, "can do" attitude and take personal responsibility for own actions
- Commit to a culture of continuous improvement and ensure that own contribution to the role and the College is of a very high standard
- Represent the College positively and effectively in all dealings with external partners, parents, stakeholders and agencies
- Take responsibility for actively participating in the appraisal process and own continuing professional development arising from that process and on-going feedback
- Be responsible for taking all appropriate measures to safeguard young people and promote their welfare and actively promote Equality & Diversity in the College
- Support learners to improve their maths and English skills through everyday experiences

## **Receptionist Job Description**

### **Responsibilities and accountabilities – Detailed**

- Provide a high quality reception service for all visitors to the college, staff and students, ensuring that visitors are issued with identification badges in order to meet safeguarding, security and health and safety procedures.
- Be the first point of contact for telephone, email and face-to-face enquirers, providing appropriate information and completing documents and databases as necessary.
- Be responsible for monitoring the student tracking system.
- Provide administrative support that is efficient and effective to the work of the service, using IT systems to enable the appropriate storage, retrieval and reporting of information and data.
- Provide excellent customer service by through quality customer service, meeting their needs and demonstrating the added value of the service provided.
- Ensure that customer concerns are addressed in accordance with procedures.
- Be the main point of contact for internal bookings.
- Operate the college switchboard, facsimile machine and electronic mail to communicate internally and externally, as required.
- Receive, record, secure and dispense lost property.
- Receive, sort and distribute incoming mail and deliveries and ensure that outgoing mail is processed appropriately and meets postal deadlines.
- Undertake general clerical tasks for the Admissions & Student Services department.
- Be responsible for developing and maintaining skills and knowledge to competently perform own role through research and training as identified during the appraisal process and on-going feedback.
- Carry out any other reasonable duties requested by line manager.

## Receptionist Person Specification

<b>Job Title</b>	Receptionist
<b>Reports to</b>	Admissions & Student Services Manager

<b>Selection Criteria*</b> <b>A= Application Form I = Interview T = Test/Personality Profile</b>	<b>Essential / Desirable</b>	<b>Method of Candidate Assessment A, I or T</b>
<b>Experience</b>		
1. Basic knowledge of general clerical and administrative procedures	Essential	A, I
2. Maintaining and updating administrative systems, both manual and computerised.	Essential	A, I
3. Working in a busy and proactive administrative environment	Essential	A, I
<b>Educational/ Vocational Qualifications</b>		
1. Level 2 literacy and numeracy (or equivalent)	Essential	A,I
<b>Skills</b>		
1. The ability to develop positive working relationships with individuals at all levels (internal and external) to promote the College	Essential	A, I
2. Good organisational and time management skills	Essential	A, I
3. A systematic approach to work with good problem solving skills	Essential	A, I
4. The ability to work effectively in teams and a commitment to understanding the roles and responsibilities of other staff	Essential	I
5. The ability to clearly demonstrate understanding of safeguarding responsibilities and a commitment to promoting the welfare of young people	Essential	I
6. The ability to accurately develop learners' literacy and numeracy skills across the whole College experience	Desirable	I
7. IT skills and use of Microsoft packages including use of word processing, spread sheets, databases and e-mail	Essential	A, I
8. Ability to prioritise own workload and proven organisation skills	Essential	A, I
9. Ability to work as part of a team and to work independently without supervision	Essential	A, I
10. Good customer service skills to deal with both internal and external customers	Essential	A, I
11. General understanding of disability awareness and disability issues	Desirable	A, I
12. Knowledge of Equal Opportunity issues	Desirable	A, I
<b>Approach</b>		
1. A positive, respectful, honest, flexible and proactive attitude	Essential	A, I
2. A strong commitment to learner success, progress, independence and achievement	Essential	A, I

3. A commitment to excellence and continuous improvement	Essential	A, I
4. The determination to promote equality and diversity throughout all aspects of College life	Essential	A, I
5. Be an outstanding role model for employability skills	Essential	I

<b>Prepared by</b> Admissions & Student Services Manager	<b>Date</b> May 2018
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