



## Receptionist Job Description

|                                            |                                                                                                                                  |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Area</b>                                | <b>: Marketing and Schools Partnerships</b>                                                                                      |
| <b>Salary</b>                              | <b>: £18,329- £18,658 per annum</b><br><i>(pro rata)</i>                                                                         |
| <b>Hours of Work (Full-time/Part-time)</b> | <b>: 23 hours per week</b>                                                                                                       |
| <b>Line Manager</b>                        | <b>: Admissions and Reception Supervisor</b>                                                                                     |
| <b>Responsibility for</b>                  | <b>: An efficient and effective reception service; <i>and</i></b><br><b>: Promoting the welfare of children and young people</b> |

### **Main Purpose of Job:**

To provide an excellent reception service, including telephone duties and administrative support in order to ensure that the provision:

- Meets the needs of learners, employers and other stakeholders;
- Is of the highest possible quality in terms of learner outcomes and learner/employer satisfaction;
- Is effective, efficient and provide excellent value for money;
- Reflects the vision, mission, aims and values of the college;
- Is innovative, developmental and sector leading; *and*
- Promotes a culture of excellence and equality

The post-holder will be a member of the Marketing and School Partnerships team.

### **Key Duties and Responsibilities:**

1. Welcome and receive visitors to the College, manage the signing in and out process and contact College staff, as appropriate.
2. Operate the College's telephone switchboard to receive, acknowledge and transfer calls, take and transmit telephone messages as required, take and transmit urgent messages to students as required.
3. Provide appropriate communication in the event of emergency evacuation of the College buildings, as laid down in the College's Health & Safety Policy.
4. Respond to all initial enquiries and queries including course start dates, venues etc.
5. Assist with the information mailbox which includes assessing which enquiries are relevant to each department.

6. Provide a welcoming and professional first impression environment for visitors. Undertake such other clerical and administrative duties as required by the Department of Advice, Admissions and Marketing.
7. Manage online bookings and enquiry reporting in Microsoft Office packages and the College's own database.
8. Assist with student recruitment, including support at Open Evenings and Marketing/Schools events.
9. Work as an effective member of the part of the Marketing and School Partnership team.
10. Maintain office stock and arrange ordering of new supplies.
11. Support all internal communications.
12. Assist with market research and promotional efforts directed at specific target groups, i.e. schools, employment sector, unemployed, community.
13. Contribute to internal and external marketing events and activities.
14. Contribute to the Student 'lifecycle'.

#### **Generic Duties and Responsibilities:**

1. Promote a culture of innovation, excellence and equality.
2. Reflect the vision, mission and values of the College.
3. Manage all delegated resources and budgets flexibly and efficiently in accordance with allocation.
4. Contribute to the development of and ensure compliance with all College policies, procedures and agreements.
5. To actively contribute to the risk management of the College.
6. To positively promote and implement the College's strategies on equality, diversity, safeguarding.
7. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.
8. Be aware of, and responsive to, the changing nature of the College and adopt a flexible and proactive approach to work.
9. Undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the College catchment area.

***This Job Description is current as the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job.***



# Receptionist

## Person Specification

| Assessment Method |       |           |                      |                            |            |
|-------------------|-------|-----------|----------------------|----------------------------|------------|
| Application Form  | *Test | Interview | Psychometric Testing | Qualification Certificates | References |

\*Test = Skills Test/Knowledge Test/Micro Teach/Presentation

| Education and Qualifications                                               |   |   |   |   |   |
|----------------------------------------------------------------------------|---|---|---|---|---|
| <u>Essential</u>                                                           |   |   |   |   |   |
| • GSCE Grade C (4/5) in English and Maths or equivalent                    | ✓ |   |   | ✓ |   |
| <u>Desirable</u>                                                           |   |   |   |   |   |
| • Evidence of on-going professional development                            | ✓ |   |   | ✓ |   |
| Skills and Experience                                                      |   |   |   |   |   |
| <u>Essential</u>                                                           |   |   |   |   |   |
| • Previous office/administrative experience                                | ✓ |   | ✓ |   |   |
| • Excellent organisational skills                                          |   |   | ✓ |   | ✓ |
| • Excellent time management                                                | ✓ |   | ✓ |   | ✓ |
| • Ability to develop relationships with learners, staff and parents/carers |   |   | ✓ |   |   |
| • Excellent digital literacy skills                                        | ✓ |   | ✓ |   |   |
| • Experience of working and communicating effectively with people          | ✓ |   | ✓ |   |   |
| <u>Desirable</u>                                                           |   |   |   |   |   |
| • First Aid certificate                                                    | ✓ |   | ✓ |   |   |
| Personal Attributes                                                        |   |   |   |   |   |
| <u>Essential</u>                                                           |   |   |   |   |   |
| • Excellent interpersonal and communication skills                         |   |   | ✓ |   | ✓ |
| • Excellent team-working skills                                            |   |   | ✓ |   | ✓ |
| • A desire to support all staff to enable them to carry out their duties   |   |   | ✓ |   |   |
| • Commitment to on-going professional development                          |   |   | ✓ |   |   |
| • Ability to prioritise, work under pressure and to meet deadlines         | ✓ | ✓ | ✓ |   |   |
| Other requirements for employment/engagement                               |   |   |   |   |   |
| <u>Essential</u>                                                           |   |   |   |   |   |
| • Enhanced DBS check                                                       |   |   |   |   |   |

Updated: December 2022