

JOB TITLE: Receptionist

ACCOUNTABLE TO: PA to the Principal and Deputy Central Administration Manager

JOB PURPOSE: To provide a high-quality Reception and Print Services function and to provide efficient and effective administrative support as required

KEY RESPONSIBILITIES

- To assist with the operation of the telephone switchboard and deal with telephone enquiries and messages
- To assist with the procedures for visitors to the College, preparing and issuing of visitor and parking passes, welcoming visitors to the College, advising them visitors of the College's safety procedures and ensuring prompt collection by their host
- To assist with student, staff and visitor enquiries
- To assist with the procedures for the issuing of temporary and lost cards to students and staff.
- To assist with the administrative tasks in connection with the post, such as the franking of letters and parcels for collection and the distribution of post across the College
- To assist with the provision of central printing services, completing jobs accepted by Print Services, using the copying machines
- To provide administrative support as required within the Communications and Administration team as required

GENERAL RESPONSIBILITIES

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College's Single Equality Scheme including valuing diversity and promoting equality
- To implement the College's Health & Safety policy and procedures within the post holders own area of responsibility
- To support, promote and operate in line with the College mission and values
- Commitment to the continuous improvement of services offered by the College
- Any other reasonable duties commensurate with the role as required

NOTES

- The above job description outlines the key responsibilities. It is not exhaustive, and the tasks associated with the key responsibilities can be expected to change over time
- The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder's contract of employment)

I have read this Job Description and the associated Contract of Employment. I believe that together with the other documents referred to therein they constitute an accurate statement of the terms and conditions of my employment

Print Name:		Signed:		Date:	
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PERSON SPECIFICATION

Attribute	Criteria	Assessment Evidence
Education & Qualifications		
GCSE Grade C or above in Maths and English or equivalent	Essential	Certs/App Form
Experience, Knowledge & Abilities		
Experience of working in an administrative capacity	Essential	App Form/Int
Experience of dealing with enquiries in person or by phone	Essential	App Form/Int
Experience of working in a college or school context	Desirable	App Form/Int
Experience of operating a switchboard	Desirable	App Form/Int
Good IT skills.	Essential	App Form/Int
Ability to respond and communicate with others showing sensitivity, clarity and focus	Essential	Int
Ability to plan and prioritise work effectively and meet deadlines	Essential	Int
Good written and oral communication skills	Essential	App Form/Int
Interpersonal Skills & Qualities		
Flexibility and resilience	Essential	Int
Open and approachable manner	Essential	Int
Calmness under pressure	Essential	Int