

## **JOB DESCRIPTION**

|                      |                                            |
|----------------------|--------------------------------------------|
| <b>JOB TITLE:</b>    | <b>Receptionist</b>                        |
| <b>REPORTS TO:</b>   | <b>Finance Manager</b>                     |
| <b>SALARY:</b>       | <b>SSP3 £24,759pa FTE. Actual £21,718.</b> |
| <b>CONTRACT:</b>     | <b>Permanent</b>                           |
| <b>WORK PATTERN:</b> | <b>Term Time + 1 week</b>                  |

### **PURPOSE OF THE ROLE**

To provide a professional, welcoming and efficient reception service to students, staff, visitors and external stakeholders. The Receptionist will act as the first point of contact for the college, managing enquiries in person and by telephone, supporting administrative processes, and contributing to a safe, positive and well-organised college environment.

### **KEY RESPONSIBILITIES**

#### **Reception and Customer Service**

- Act as the first point of contact for all visitors, students and staff, welcoming them in a friendly, professional and courteous manner
- Promote a positive image of the college at all times
- Ensure the reception and waiting areas are welcoming, tidy and presentable, including displays and marketing materials
- Manage visitor sign-in procedures in line with safeguarding and health and safety requirements
- Support the coordination of student-facing services during peak enrolment and term-start periods

#### **Telephone and Enquiries**

- Operate the college switchboard efficiently and professionally
- Answer incoming calls promptly, screening and directing them appropriately
- Take accurate messages and ensure they are relayed in a timely manner
- Provide clear and accurate information to callers, referring more complex queries where necessary

### **Administrative Support**

- Issue examination certificates in line with college procedures
- Organise and coordinate courier collections and deliveries, liaising with external providers (e.g. DHL, Parcelforce, FedEx)
- Provide general typing, clerical and administrative support to college staff as directed by the line manager
- Maintain accurate records and basic documentation as required
- Provide administrative support to Student Services

### **Safeguarding, Confidentiality and Compliance**

- Adhere to safeguarding policies and procedures at all times, raising any concerns appropriately
- Handle sensitive and personal information in accordance with GDPR and data protection requirements
- Follow all college policies, including health and safety, equality and diversity, and professional conduct
- Remain alert to safeguarding concerns and escalate in line with procedures

### **General**

- Support a calm, orderly and secure reception environment, particularly during busy times
- Carry out any other reasonable duties commensurate with the role
- Contribute positively to the wider administrative and student support teams
- Operate effectively during high-volume periods, including enrolment and start-of-term
- Maintain professional boundaries when dealing with students and external visitors

### **IN ADDITION TO THE ABOVE-MENTIONED ATTRIBUTES THE POSTHOLDER WILL BE EXPECTED TO:**

- Support effective safeguarding of all young people throughout the College
- Attend as necessary, meetings of all College Staff
- Adhere to College Policies and procedures e.g. Equality and Diversity; Health and Safety
- Undertake any such other duties as may be required, commensurate with the post which do not change the character or purpose of the post which are necessary to maintain outstanding standards

***The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.***

We strive for equality throughout the college and positively encourage applications from all sections of the community. The College has a strong commitment to safeguarding and promoting the welfare of young people and vulnerable adults and all appointments are subject to an enhanced DBS clearance.

**LEON RILEY**  
**Principal**

**Employee Signature .....**

**Date.....**

Line Manager..... Date.....



## Person Specification

AF = Application Form

Q = Qualification

I = Interview Process

| Qualifications                                                                    | Desirable /Essential | Assessment Method |
|-----------------------------------------------------------------------------------|----------------------|-------------------|
| Good standard of Level 2 education – 5 A-C 4- 9GCSE's including Maths and English | E                    | AF<br>Q           |
| Basic first aid or safeguarding training                                          | D                    | AF<br>Q           |
| Skills & Abilities                                                                | Desirable /Essential | Assessment Method |
| Confident telephone manner and ability to deal with a wide range of enquiries     | E                    | I                 |
| Good IT skills, including Microsoft Office (Word, Outlook, Excel)                 | E                    | AF                |
| Ability to work accurately, maintaining attention to detail                       | E                    | I                 |
| Understanding of confidentiality and data protection principles                   | E                    | I                 |
| Experience & Knowledge                                                            | Desirable /Essential | Assessment Method |
| Previous experience in a reception, customer service or administrative role       | E                    | AF<br>I           |
| Experience of working in a busy, customer-facing environment                      | E                    | AF<br>I           |
| Experience of working in an educational environment                               | D                    | AF<br>I           |
| Knowledge of safeguarding procedures within a college or school setting           | D                    | I                 |
| Experience of operating a switchboard or multi-line telephone system              | E                    | AF                |

|                                                                          |                                 |                              |
|--------------------------------------------------------------------------|---------------------------------|------------------------------|
|                                                                          |                                 | I                            |
| Experience of working in a fast-paced environment with competing demands | E                               | AF<br>I                      |
| <b>Particular Requirements</b>                                           | <b>Desirable<br/>/Essential</b> | <b>Assessment<br/>Method</b> |
| Friendly, professional and approachable manner                           | E                               | I                            |
| Calm and resilient under pressure                                        | E                               | I                            |
| Well-organised with the ability to prioritise tasks effectively          | E                               | I                            |
| Commitment to equality, diversity and inclusion                          | E                               | I                            |
| Reliable, punctual and flexible                                          | E                               | I                            |