
Job Description for Receptionist and Administration Assistant

Responsible to:	Trust Projects Co-ordinator
Based at:	New College Bradford
Paid on:	Band D on the NCLT Support Staff Scale. £17,670 - £18,720 fte, depending on experience. Full time, 40 weeks (0.8889 fte). Actual salary

OVERALL PURPOSE OF THE POST

- To provide a welcoming, professional and effective front of house service to New College Bradford.
- To provide support to a range of administrative functions within the college/Trust.

MAIN DUTIES

- Ensure the effective running of Reception by answering and redirecting calls and messages efficiently.
- Welcome visitors to the college, ensure they sign in and are issued with the relevant lanyard in line with Trust procedures and that the relevant member of staff is notified.
- Be the secondary college trips and visitors administrator; collating all necessary paperwork, being a contact for members of staff and ensuring Trust procedures are followed.
- Maintain a Reception Handbook with procedures to help and support staff covering Reception duties, when required.
- Facilitate meetings by booking rooms as requested on the booking system and ordering refreshments if necessary.
- Manage the reception mailbox which includes assessing enquiries and signposting to relevant departments or responding where appropriate.
- Dealing with day-to-day enquiries from parents, staff and visitors.
- Receive incoming post to the college and open/redirect as appropriate.
- Prepare and frank outgoing post and parcels and arrange collection if necessary.
- Provide a reception service at whole college events.
- Contact the Site Assistant on duty regarding any security issues.
- Triage First Aid incidents that may present at reception and then contact a relevant First Aider.
- Ensure that any forms or stationary that are displayed/required are stocked at all times and reordered when necessary.
- Keep a diary regarding visitors coming to college and ensure visitor parking spaces are booked.
- To check the fire evacuation box when returned and ensure Walkie Talkies are returned and put back on charge.

Finance

Under the guidance of the Trust Finance Manager:

- Receive parcels delivered to the college, handle delivery notes, log and receive on the finance system and notify the relevant member of staff regarding their parcel collection.
- Receive and carry out an initial check of student bursary application forms, chasing students for any missing information and passing to Finance once complete.

Student Services

Under the guidance of the Trust Student Services Manager:

- Process student applications, acceptances, withdrawals etc as directed by the Student Services Manager.
- Contribute to scheduling and organising student admissions interviews.
- Support the organisation of student events such as Enrolment Day, Induction Day, Welcome Evening, HE Evening, Consultation Evening etc.
- Assist the Student Services Manager with ad hoc tasks as necessary.
- Take student absence calls/emails and enter on to Cedar.
- Produce letters for students and parents as requested and in line with college/Trust policy.

General

- Undertake other duties as directed and when requested.
- **You may be required to work up to 2 evenings per academic year to support Trust events.**

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the college/Trust, and only after consultation with you.

All staff and senior post-holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the college procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the college as relevant to their role.

The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.

All staff are expected to support the achievement of the Trust/college's mission and strategic objectives and to demonstrate its values through their behaviour.

Person Specification for Receptionist and Administration Assistant

There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.

ATTRIBUTES	ESSENTIAL	DESIREABLE
Relevant Experience	<ul style="list-style-type: none"> • Experience of using computerised administration systems. • Experience of using Microsoft Word and Excel to an intermediate level. • Experience of working in an administration role. 	<ul style="list-style-type: none"> • Experience of using telephony switchboard. • Previous experience working in a front of house/customer service role.
Education and Training	<ul style="list-style-type: none"> • Good standard of general education at GCSE level or equivalent. • Excellent word processing skills. • Confidence in using IT software and equipment. • Willingness to undertake further training relevant to the post. 	<ul style="list-style-type: none"> • Relevant first aid at work qualification/training or willingness to work towards.
Special Skills and Knowledge	<ul style="list-style-type: none"> • An understanding of how to handle sensitive data of a confidential nature. • Customer services/care approach to work. • Attention to detail/accuracy. • Excellent organisational skills. 	
Personal Skills and Qualities	<ul style="list-style-type: none"> • Ability to communicate at all levels (both internally and externally). • Ability to follow predefined procedures. • Good problem solving skills. • Ability to work effectively as part of a team but also to work using your own initiative. 	
Additional Factors	<ul style="list-style-type: none"> • An interest in the education sector. • Willingness to contribute to whole college events. • Excellent personal skills. • Ability to cope with unexpected situations. • Flexible approach to work – ability to work early mornings/late evenings when required. • Enthusiasm and commitment for the post. 	