
Job Description for Student Services Assistant and Receptionist

Responsible to: Trust Student Services Manager (for Student Services Assistant role)
Trust Relations Manager (for Reception role)

Based at: New College Bradford

OVERALL PURPOSE OF THE POST

Working as part of a team to provide a high-quality customer focused centralised Student Services function across the Trust.

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

Student Services Assistant

- To provide high quality initial information and guidance to students and potential students/parents regarding college provision.
- Contribute to the running of the student application and acceptance process, processing student applications, implementing and maintain appropriate systems and procedures and maintaining student admissions records under the direction of the Student Services Manager.
- Organise, administer and support student-centred events, to include such as Induction Days, Welcome Evening, Parents' Evenings, Enrolment and Progression - liaising with relevant parties as required.
- Assist in organising student admissions interviews, inviting students, arranging venues, staffing and logistics, producing appropriate paperwork and records. Transferring student subject choices and other information to appropriate systems to support college planning processes.
- Input and maintain accurate student records on Unit-e to support curriculum planning and producing reports as and when required.
- Work as part of a team, acting as first point of contact for college enrolment and course enquiries whether by telephone, email, in person etc.
- Work with the Finance Team and the Student Services Manager to ensure the smooth running of the bursary application process, student attendance monitoring and dealing with any queries, as directed.
- As part of the team, assist with student/parent enquiries; to be a first point of contact.
- Maintain an appropriate and efficient filing system for student records.
- As part of a team, receive student absence calls, entering data in to the student records system.
- Under the direction of the Student Services Manager, produce a range of correspondence to be sent to students/parents in a range of formats, working with Reception staff to arrange mail outs etc.
- To advise and assist staff and students with Student Services related queries.
- Work flexibly to cover events and staff absence when required, sometimes working at other Trust sites.

Receptionist

- 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.
- 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.

General

- Undertake other duties as directed and when requested, which may include supporting in other areas of administration across the college.
- **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/school/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 Trust 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 Trust 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's mission and strategic objectives and to demonstrate its values through their behaviour.

Person Specification for Student Services Assistant and Receptionist

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	DESIRABLE
Relevant Experience	• Experience of working in an administrative role. • Experience of using Microsoft Word and Excel to an intermediate level. • Experience of using computerised administration systems.	• Experience of working in an administrative role. • Experience of using telephony switchboard. • Previous experience working in a front of house/customer service role. • Previous experience of working in a school or college
Education and Training	• Good standard of general education at GCSE level or equivalent. • Excellent word processing skills. • High level of IT skills. • Willingness to undertake further training relevant to the post.	
Special Skills and Knowledge	• 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. • The ability to behave in a corporate way, communicating and promoting the college's vision and values to staff and students, stakeholders and partners, and contracted staff. • The ability to think and plan creatively. • The ability to handle pressure, to prioritise tasks and to meet deadlines. • Customer services/care approach to work.	
Personal Skills and Qualities	• The ability to communicate effectively with a wide range of individuals and groups, both verbally and written. • Good problem solving skills.	

	• Ability to work effectively as part of a team but also to work using your own initiative.	
Additional Factors	• An interest in the education sector. • Willingness to contribute to whole college events. • A supportive and empathetic approach to students. • 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	