
Job Description for Receptionist & Administrative Assistant

Responsible to: Trust Relations Manager

Based at: New College Pontefract

OVERALL PURPOSE OF THE POST

To provide a welcoming, professional and effective front of house service to New College Pontefract.

To provide administrative support and assistance within the college/Trust.

MAIN DUTIES

Receptionist

- Ensure the effective running of Reception acting as first point of contact for college.
- Manage the reception electronic mailbox which includes assessing enquiries and signposting to relevant departments/people or responding where appropriate.
- Answering and redirecting calls and messages efficiently from the college switchboard.
- Keep a diary regarding visitors and ensure visitor parking spaces are booked.
- Welcome visitors to the college, ensure they sign in and are issued with the relevant lanyard in line with Trust safeguarding procedures and that the relevant member of staff is notified.
- Distributing and managing temporary lanyards for students and recording these on students' profile.
- Receive parcels/post/orders, handle delivery notes, log and receive on the finance system as appropriate and notify the relevant member of staff regarding collection.
- Prepare and frank outgoing post and parcels and arrange collection if necessary.
- Triage First Aid calls and then contact a relevant First Aider.
- Print out visitor fire evacuation list during emergencies.
- Help maintain a Reception Handbook with procedures to aid and support staff covering Reception duties, when required.
- Dealing with day-to-day enquiries from students, parents, staff and visitors.
- Collection point for past students to collect exam certificates and/or art work.
- Preparing backpacks for Trip Leaders.
- Contact the Site Assistant on duty regarding any security issues.
- Ensure that any forms or stationary/supplies that are displayed/required are stocked at all times and reordered when necessary.
- Receive and carry out an initial check of student bursary application forms, chasing students for any missing information and passing to Finance once complete.

Administration Duties

- Undertake a wide range of clerical, administrative and general duties.
- Use Microsoft Word, Excel or other software packages to provide a high quality and efficient service in preparing documents and/or reports.
- Provide high quality initial information and guidance to students and potential students/parents regarding college provision.
- Input and maintain accurate student records on Unit-e when required.
- Maintain an appropriate and efficient electronic filing system for student records.
- Help process student applications by following procedures.
- Supporting student-centred events, such as Enrolment, Welcome Evening, Parents' Evenings, etc.
- As part of a team, receive student absence calls, entering data in to the student records system.
- Produce adhoc letters/correspondence to be sent to students/parents in a range of formats.

General

- Undertake other duties as directed and when requested, which may include supporting in other areas of administration across the college.
- Work flexibly to cover events and /or staff absence when required, sometimes working at other Trust sites.
- You will be required to work up to 2 evenings per academic year to support Trust events.
- Undertake relevant First Aider training.
- To observe at all times rules of confidentiality appropriate to the post and to work within the College guidelines of Data Protection

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 Receptionist & Administrative 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	DESIRABLE
Relevant Experience	<ul style="list-style-type: none"> • Previous experience of working in an administrative role. • Experience of using Microsoft Office Suite (Word, Excel, PowerPoint and Outlook) to an intermediate level. • Experience of using computerised administration systems. 	<ul style="list-style-type: none"> • Previous experience of using telephony switchboard • Previous experience working in a front of house/customer service role. • Previous experience with mail-merges and spreadsheets • Previous experience of working in an educational setting
Education and Training	<ul style="list-style-type: none"> • Good standard of general education at GCSE level or equivalent. • High level of IT skills. • Willingness to undertake further training relevant to the post. • First Aid trained or willingness to work towards. 	<ul style="list-style-type: none"> • Recognised IT qualification(s) to a good standard • Evidence of continuous professional development
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 organisation and time-management. • The ability to handle pressure, to prioritise tasks and to meet deadlines. • The ability to behave in a corporate way, communicating and promoting the college's vision and values. 	<ul style="list-style-type: none"> • Good problem-solving skills
Personal Skills and Qualities	<ul style="list-style-type: none"> • The ability to communicate effectively with a wide range of individuals and groups, both verbally and written. • Good problem-solving skills. • Ability to cope with unexpected situations. • 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. • 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. 	