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## Job Description for Receptionist

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<b>Responsible to:</b>	PA to the Senior Leadership Team and Operations Manager
<b>Based at:</b>	New College Pontefract
<b>Paid at:</b>	College Support Band D (3-6)

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### OVERALL PURPOSE OF THE POST

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This post will provide a welcoming, professional and effective front of house service within the college. The post holder will play a key role in greeting and supporting visitors, assisting with student queries, responding to external communications, and providing additional assistance to the wider administration, reception, student services and events team within the college.

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### MAIN DUTIES

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- Ensure the effective running of reception, as part of a team, acting as a first point of contact for college, providing excellent customer service.
- Deal with day-to-day enquiries from students, parents, staff and visitors. Provide basic and accurate information in-person and via phone/email.
- Manage the reception electronic mailbox, which includes assessing enquiries and signposting to relevant departments/people or responding where appropriate.
- Answer, screen, respond or redirecting calls and messages efficiently from the college switchboard. Refer queries to the Student Services Assistant where necessary.
- 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 of their arrival.
- Keep an electronic and/or paper diary regarding visitors coming to college and ensure visitor parking spaces are booked.
- Distribute and manage temporary lanyards for students, as well as recording these on the students' file on Cedar.
- As part of a team, receive student absence calls, entering data onto Cedar.
- Aid the collection of exam certificates and/or art work for former students.
- Receive, sort and distribute incoming post and orders to the college and open/redirect as appropriate.
- 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.
- Help follow up on missing/damaged orders received.
- Receive and log any exam related materials and/or exam papers for the Exams Office.
- Prepare and frank outgoing post and parcels and arrange collection if necessary.
- Contact the Site Team/ Senior Leadership Team regarding any security issues.
- Assist with the collection of offsite trips and visits H&S packs; including phones and first aid kits
- Book meeting rooms, as requested, on the Room Booking System.
- Ensure reception area is safe, tidy and presentable with necessary displays and information visible.
- Provide a reception service, when required, at whole college events.
- Help maintain a Reception Handbook with procedures to help and support staff covering reception duties, when required.
- Collect in hard copies for Reprographics orders if required.
- Manage a college Lost Property Box.

### **Wider Administration & Support**

- Under the direction of the Operations Manager, provide additional support to other members of the student services team within college, particularly at busy points or in the event of short-term staff absence.
- Provide administrative assistance to support college events and activities, where needed, under the direction of the Operations Manager
- Where necessary, place orders for core stationery and equipment for the reception area (the Operations Manager is the budget holder)

### **General**

- Undertake other duties as directed and when requested which may include supporting other areas of administration across college.
- Use Microsoft Word, Excel or other software packages to provide a high quality and efficient service in preparing documents and/or reports.
- To observe at all times confidentiality appropriate to the post and to work within College guidelines of Data Protection.

**You may be required to work up to 2 evenings per academic year to support college 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 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	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role.</li> <li>• Experience of using Microsoft Word and Excel to an intermediate level.</li> <li>• Experience of using computerised administration systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role.</li> <li>• Experience of using telephony switchboard.</li> <li>• Previous experience working in a front of house/customer service role.</li> <li>• Previous experience of working in a school or college</li> </ul>
Education and Training	<ul style="list-style-type: none"> <li>• Good standard of general education at GCSE level or equivalent.</li> <li>• Excellent word processing skills.</li> <li>• High level of IT skills.</li> <li>• Willingness to undertake further training relevant to the post.</li> </ul>	
Special Skills and Knowledge	<ul style="list-style-type: none"> <li>• An understanding of how to handle sensitive data of a confidential nature.</li> <li>• Customer services/care approach to work.</li> <li>• Attention to detail/accuracy.</li> <li>• Excellent organisational skills.</li> <li>• 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.</li> <li>• The ability to think and plan creatively.</li> <li>• The ability to handle pressure, to prioritise tasks and to meet deadlines.</li> <li>• Customer services/care approach to work.</li> </ul>	
Personal Skills and Qualities	<ul style="list-style-type: none"> <li>• The ability to communicate effectively with a wide range of individuals and groups, both verbally and written.</li> <li>• Good problem-solving skills.</li> <li>• Ability to work effectively as part of a team but also to work using your own initiative.</li> </ul>	

<b>Additional Factors</b>	<ul style="list-style-type: none"><li>• An interest in the education sector.</li><li>• Willingness to contribute to whole college events.</li><li>• A supportive and empathetic approach to students.</li><li>• Ability to cope with unexpected situations</li><li>• Flexible approach to work – ability to work early mornings/late evenings when required.</li><li>• Enthusiasm and commitment for the post</li></ul>	
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