

JOB DESCRIPTION

Job title:	Telephonist/Admissions Assistant
Reports to:	Admissions and Advice Manager
Salary:	£17,850 - £20,093 pro rata (£16,208 - £18,244 per annum)
Hours of work:	36 hours per week, term time only plus 10 working days

Main Responsibilities:

- Operate the switchboard, fax machine, franking machine and other equipment in the reception/switchboard/post room area.
- Provide information to callers and support students, parents and staff through efficient operation of the switchboard and reception areas.
- Receive examination papers and other highly important documents and packages, and ensure their security in the post room.
- Distribute incoming mail to staff pigeon holes.
- Frank outgoing mail ready for collection.
- Undertake a designated share of duties at reception to include welcoming and recording visitors to the college.
- Deal with emergencies i.e., being first point of contact for First Aiders, or calling emergency services when necessary.
- Record student absences and inform staff.
- Manage the college enquiry email inbox, respond to queries and forward emails.
- Participate in student enrolment including: sending out pre-course information and joining instructions to students who are offered places; providing administrative and reception support and facilitate interviews.
- Provide administrative and reception support at college events such as open days (occasional Saturdays), parents' evenings and other college events.
- Record all applications received using Excel spreadsheets and post acknowledgement letters via mail merge

General:

- Work within the requirements of the college's established 'Key Features of an Outstanding Support Area' which reflect the college's operational aims and objectives.
- Undertake training and development activities relevant to the position;
- Cooperate with the college in complying with relevant health and safety legislation, policies and procedures;
- Carry out the duties and responsibilities of the post in compliance with the college's equal opportunities policy;
- Support the aims and ethos of the college;
- Maintain confidentiality and observe data protection and associated guidelines where appropriate;
- Maintain an awareness of Safeguarding Children and undertake training as required;
- Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

Other Information

Contract/Hours: This is a permanent post. The role is term time only, however the post holder will also be required to work an additional 10 working days throughout the academic year.

The work pattern will include some weekend and evening duties to accommodate college events.

Person Specification – Telephonist/Admissions Assistant

Criteria for Selection	Essential	Desirable
<i>Qualifications</i>	<ul style="list-style-type: none"> GCSE English and Maths grade A - C or equivalent, or able to demonstrate this level of literacy and numeracy 	
<i>Experience</i>	<ul style="list-style-type: none"> Experience of working in a busy administrative environment 	<ul style="list-style-type: none"> Experience of working in an educational environment
<i>Skills and Abilities</i>	<ul style="list-style-type: none"> Excellent communication skills both oral and written Excellent attention to detail and high levels of accuracy Effective IT skills Ability to use own initiative Ability to maintain confidentiality and handle sensitive data appropriately Ability to organise and prioritise own workload Ability to work in a supportive and patient manner with students Ability to develop good working relationships with students and colleagues Ability to work effectively within a team Ability to demonstrate a flexible approach to work and changing priorities Responsiveness and application of training to improve quality of service provision 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> Awareness and commitment to safeguarding, equality and diversity, and health and safety 	