

# SOUTHEND ON SEA BOROUGH COUNCIL

## Southend Adult Community College

### JOB PROFILE

#### JOB DESCRIPTION

Job Title	Receptionist (Maternity Cover – Fixed Term Contract until End of March 2017)
Reports To	Office Manager + HR Officer
Level	APT&C Level 3 (scp 10-14 - £15,238 - £16,481 per annum)
Hours	<p>Full Time - 37 hours per week (including three evenings a week)</p> <p>Monday to Wednesday - 12.30pm to 8.30pm Thursday - 9am to 5pm Friday - 9am to 4.30pm</p> <p><i>These hours may be subject to change to meet the operational needs to of the Department and College. Sufficient notice will be provided should this be required.</i></p>
Main Purpose of the Job	To staff and take responsibility for the busy reception desk at the main centre of the College. To take and process enrolments and payments both face-to-face and over the telephone. To deal with all enquiries ensuring a high standard of customer service is provided at all times.
Key Responsibilities	<p><b>General Duties and Accountabilities</b></p> <ol style="list-style-type: none"><li>1. To work as a member of the administrative team in the context of College policies, liaising appropriately with other members of staff and with students.</li><li>2. To ensure all activities comply with the College Quality framework.</li><li>3. To maintain absolute confidentiality in record-keeping.</li><li>4. To be familiar with Equal Opportunities good practice and with the Council and College requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace</li></ol> <p><b>Specific Duties and Accountabilities</b></p> <ol style="list-style-type: none"><li>1. To answer enquiries and queries made in person or by phone.</li><li>2. To liaise with the Assistant Office Manager to ensure all systems are clear and administered in a coherent way.</li><li>3. To assist with enrolment throughout the year and provide support to learners in the enrolment process</li><li>4. To take and process payments for courses using the college MIS system.</li><li>5. To assist with banking arrangements and to reconcile payments in liaison with the Office Manager / Assistant Office Manager and ensure any discrepancies are rectified as soon as possible. In addition, you will be responsible for making sure all Securicor (G4S) collections are made, querying these where not, and keeping the collection bags adequately stocked at all times.</li><li>6. To be familiar with and able to advise on the college offer</li><li>7. Ensure visitors to the College are appropriately greeted, signed in, supplied with a visitors badge and directed accordingly</li></ol>

8. Produce and ensure visitors badges are returned
9. Keep banking stationery stocks at sufficient levels
10. Ensure the reception area is clean and tidy
11. Log all packages received and inform necessary members of staff
12. Manage and administer the collection of portfolios and certificates process
13. Return messages left on the general mailbox and forward on where appropriate
14. Keep 7 day and invoice folders up to date and deal with any queries resulting
15. To ensure all learner records are accurate and up-to-date
16. Administration of Advanced Learning Loans; monitor the progress of all applications, chase up outstanding applications/paperwork, return attendance and reconcile payments.
17. Responsibility of outgoing post; to ensure it has been collected by Royal Mail and where necessary take this to an appropriate outlet where not collected

This is not an exhaustive list of duties and the post holder, from time to time, may be asked to undertake additional tasks.

#### **Safeguarding**

We strive for equality throughout the college and welcome all individuals regardless of gender, disability, age, ethnicity, sexual orientation or faith.

#### **Equality and Diversity**

The college is committed to providing a safe environment and promoting the welfare of children, young people and vulnerable adults and expects all staff, learners and volunteers to share this commitment

**This role may require an enhanced DBS clearance and the successful applicant will be required to have two satisfactory references on file before employment can commence.**

## PERSON SPECIFICATION

Attributes	Activity	Essential	Desirable	How evidenced
Qualifications or membership to a Registered Body	Level 2 information technology qualification (GCSE A-C grade or equivalent)	Yes		<i>Application form and certificates at interview</i>
	Level 2 English (GCSE A-C grade or equivalent)		Yes	
	Level 2 Maths (GCSE A-C grade or equivalent)		Yes	
	NVQ Level 2 Customer Service / Business Administration (or equivalent)		Yes	
Knowledge	Knowledge of the following Microsoft programs: <ul style="list-style-type: none"> <li>• Word</li> <li>• Excel</li> <li>• Outlook</li> </ul>	Yes		Application
Experience	Proven experience of working successfully as a member of a team	Yes		Application
	Previous administration experience	Yes		Application
	Previous receptionist experience		Yes	Application
	Proven experience of working systematically to tight deadlines		Yes	Interview
	Proven experience of maintaining confidentiality with great attention to detail	Yes		Interview
	Experience within a customer focused role	Yes		Application
	Proven experience of working with people from a range of different backgrounds	Yes		Application/Interview
Additional Information or Requirements	Excellent inter-personal skills	Yes		Interview
	Excellent time management skills	Yes		Interview
	Excellent attitude towards the general public	Yes		Interview
	Approachable, helpful and friendly manner	Yes		Interview
	Be able to work on own initiative and under pressure	Yes		Interview
	Ability to work effectively on own	Yes		Interview