

JOB DESCRIPTION

Receptionist and Administrator

ROLE OVERVIEW

Job Title: Receptionist and Administrator

Grade: EC3/EC4

Contract: Permanent, 0.6 FTE

Activity: Regulated

Department: Advice, Admissions & Learning Centres

Responsible to: Customer Service and Admissions Team Leader, Deputy Head & Admissions Manager, Head of Department

KEY ROLE OBJECTIVES

- To work as part of a team delivering a high-quality customer service using a range of communication methods, to ensure customer enquiries and complaints are dealt with and escalated at first point of contact.
- Ensure a positive first impression of Exeter College, acting as the College's first contact with all customers and stakeholders.
- Provide a comprehensive information, advice & guidance service about Exeter College and its application process to prospective students, current students, employers, and other stakeholders virtually and via the telephone.

Reception:

To provide exceptional customer service and a high-quality experience for all visitors to the college through the administration of reception services.

- To include managing car parking booking systems, parcel deliveries, visitor booking systems, management of college switchboard telephony service, customer enquiries and complaints.
1. To work autonomously, managing own daily tasks and visitor enquiries.
 2. Processing student enrolment forms and taking associated payment via cash or card, ensuring compliance with finance regulations and procedures.
 3. Provide a comprehensive information, advice & guidance service to prospective students, current students, employers, and other stakeholders face to face, virtually and via telephone.
 4. Handle customer complaints as per the College's Compliments, Comments & Complaints procedure and ensure that all complaints are promptly acknowledged and escalated accordingly by post or by email
 5. Build positive working dynamics with faculties to foster an excellent working relationship and ensure a greater knowledge and understanding of college information and people.

6. To maintain high standards of housekeeping and tidiness in the reception area to ensure a positive first impression for visitors
7. Shift working will be part of this role and therefore flexibility is required by the post holder regarding working hours.

Admin support for Admissions

1. To provide exceptional customer service and support for general admissions enquiries.
 - Problem solving online application issues, facilitating requests for further information, signposting to other college services.
2. Provide a comprehensive information, advice & guidance service to prospective students, current students, employers, and other stakeholders virtually and via the telephone.
3. Creating and maintaining a variety of documents using specialised databases, spreadsheets, our internal SharePoint, and Microsoft Office software whilst always ensuring confidentiality and in collaboration with cross college departments and staff.
4. Student Interviews & enrolment
 - Supporting the Admissions Team with the preparation of materials and resources for Student Interview events
 - Accurately matching student enrolment forms and schedules for the Enrolment period, managing the cancellations/changes, communication of changes to staff and visitors, preparing the relevant resources required for staff and visitors
5. Work with the Admissions & Customer Service Manager and the Team Leader to identify new processes to improve the customer experience and streamlining of administrative tasks.
6. Actively support recruitment and marketing events and take responsibility for specific tasks.

Other Responsibilities:

1. To work independently and as part of a team to deliver an excellent customer experience.
2. To support the wider AAL department as required

Mandatory Duties

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults
2. Responsibility for promoting equality of opportunity and access to all, irrespective of age, background, race, gender, religion, ability, disability, or sexuality.
3. Participation in training as required

Additional Duties

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

Occasional light lifting is required as part of this role, reasonable adjustments will be put in place for disabilities.

Reviewed: March 2025

AMBITION 

COLLABORATION 

ENERGY 

BE EXCEPTIONAL 

Person Specification

Customer Service and Admissions Advisor

Assessment Criteria

Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Able to demonstrate excellent customer service skills knowledge and experience (A/I)
- Experience working in a customer facing role (A/I)

Desirable Criteria:

- Experience of maintaining systems relating to payment handling (A)
- Experience of assisting at events (A)
- Experience working in a target setting environment (A)
- Experience of tailoring communication style to deal with a variety of enquiries and customers both verbally and in written format (A/I)
- Evidence of previous administration experience (A)
- Experience working in a Reception and/or an education provider (A/I)

Skills and Abilities

Essential Criteria:

- Accurate data entry skills (A/I)
- The ability to converse at ease with members of the public and provide advice in accurate spoken English (A/I)
- Excellent interpersonal skills including electronic and telephone communication skills, and the ability to communicate clearly and effectively through a variety of channels including telephone, email, Microsoft Teams, and letter (A/I)
- Ability to work on a number of projects simultaneously/ and to switch priorities (A/I)
- Ability to use Microsoft Office products (A)
- Able to accurately follow complex procedures (A/I)

Desirable Criteria:

- Knowledge of specialist databases (e.g., Unit-e/ MIS) (A)

Personal Qualities

Essential Criteria:

- Able to demonstrate being positive and solution focussed (A/I)
- Able to demonstrate being proactive and a proven self-starter (A)

Desirable Criteria:

- Develops effective relationships with staff and stakeholders (A/I)
- Calm, clear, and friendly manner (A/I)

Qualifications

Essential Criteria:

- Educated to Level 2 or equivalent, including English and Maths (A)

Mandatory Requirements

Essential Criteria:

- Commitment to safeguarding (including Prevent) and promoting the welfare of children and vulnerable adults (I)
- Commitment to equal opportunities (I)

Reviewed: March 2025

OUR VALUES ARE WHAT MAKE US, US!

VISION: To be an exceptional College

MISSION: To shape futures by delivering world-class education and training for our city and region

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.