

## **JOB DESCRIPTION**

<b>POST TITLE:</b>	Receptionist
<b>GRADE:</b>	Harmonised Salary Scale Point 10 - 12
<b>WORK ARRANGEMENTS:</b>	37 hours per week/52 weeks per year
<b>DEPARTMENT:</b>	Student Services
<b>RESPONSIBLE TO:</b>	Student Services Co-ordinator
<b>RESPONSIBLE FOR:</b>	The delivery of high quality switchboard, reception and post service to all college customers, supporting the College's vision to become and sustain outstanding.

## **PURPOSE OF THE POST**

The post holder will:

1. Consistently deliver high quality front of house customer service to all students, staff, parents, colleagues, employers and other stakeholders
2. Be responsible for the day to day running of front of house services
3. Strive to achieve recognised outstanding provision at all times

## **DUTIES AND RESPONSIBILITIES**

1. Provide front of house reception services dealing with enquiries face to face and via telephone / email, operating the college switchboard and postal functions.
2. Assist in the efficient running of Chesterfield College by building a sound knowledge of the organisation and key personnel, in order to respond to all customers effectively and efficiently.
3. To welcome all visitors to college and operate and maintain the college's visitor signing in system.
4. Signpost customer enquiries to appropriate departments within college, including distributing bursary and student support fund applications.
5. Identify and respond to customer needs, making appropriate arrangements for advice, career guidance or advice on how to make a counselling appointment as required.
6. Maintain stocks of literature and other resources on reception to ensure that all customers can access relevant information and have a positive experience, ensuring that handover processes are followed and any issues are reported in a timely manner to the appropriate manager.
6. Liaise with cross college staff on day to day matters.
7. Ensure that the Reception area is kept tidy and welcoming to visitors, and that all appropriate processes are followed in relation to the visitors' policy.

7. Operate and maintaining a wide range of college ICT systems in relation to the delivery of the service.
8. Deal calmly and efficiently with any customer complaints following the college Complaints and Compliments Policy and Procedures.
9. Undertake training as required by the College in order to accommodate flexibility within the administrative structure
10. Be part of a multi-functional team and contributing ideas and suggestions to improve the service
11. Manage administrative work as assigned by Student Services Co-ordinator

## **GENERAL**

1. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College's own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

## Person Specification

<b>Post:</b>	Receptionist	<b>Department:</b>	Student Services
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### Key Requirements:

	Essential/ Desirable	Assessed
<b>Qualifications:</b>		
Level 3 Qualification (preferably Customer Service related)	<b>D</b>	<b>A</b>
English and mathematics at Level 2	<b>E</b>	<b>A</b>
ICT Qualification	<b>D</b>	<b>A</b>
<b>Experience:</b>		
Minimum of 2 years' experience in providing high quality Customer Services	<b>E</b>	<b>A/I</b>
Experience of providing front of house reception services to a varied client base	<b>E</b>	<b>A/I</b>
Experience of carrying out general administration duties	<b>E</b>	<b>A/I</b>
Experience of mentoring in a work setting	<b>E</b>	<b>A/I</b>
<b>Skills/Knowledge:</b>		
Strong interpersonal, organisational and time management skills	<b>E</b>	<b>A/I</b>
Knowledge of FE, funding and challenges facing the sector	<b>D</b>	<b>A/I</b>
Excellent communication skills both written and verbal	<b>E</b>	<b>A/I</b>
Ability to seek advice and make referrals to meet student needs as required	<b>E</b>	<b>A/I</b>
Ability to be flexible and a willingness to work in a multi-functional environment	<b>E</b>	<b>A/I</b>
High level ICT skills and competence in the use of Microsoft Office	<b>E</b>	<b>A/I</b>
<b>Other Requirements:</b>		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	<b>E</b>	<b>I</b>
Full commitment to Equal Opportunities and anti-discriminatory working practices	<b>E</b>	<b>I</b>

**E = Essential**

**D = Desirable**

**A = Application**

**I = Interview**

**T = Test**

<b>Produced by:</b>	K Tarrant	<b>Date Produced:</b>	October 2018
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