



# JOB DESCRIPTION

Receptionist: Business Growth Hub



# INTRODUCTION

---

## OUR VISION

Careers focussed education inspiring learners to create their future.

## OUR MISSION

To deliver outstanding technical and professional learning, which raises aspirations, develops skills and creates futures

## OUR VALUES

Defining our values:

# EXCELLENCE

- The quality of being **outstanding** or **extremely good**.
- Having **outstanding features** and/or **qualities**.

We show excellence by:

- Having high aspirations and expectations for ourselves and those around us.
- Celebrating and valuing expertise and mastery at all times.
- Recognising that personal responsibility affects our ability to fulfil our potential, embracing opportunities to grow and develop our knowledge and understanding.

Waltham Forest College 

Defining our values:

# INCLUSION

- Including **all types** of people and ideas, treating them **equally** and **fairly**.
- Providing equal access to **resources** and **opportunities**.

We show inclusivity by:

- Ensuring that everyone feels welcomed and valued and is allowed to be their true, authentic self.
- Not just recognising, but celebrating the diversity of our community, ensuring that everyone has a voice.
- Making sure that everyone has equal access to what the College does.

Waltham Forest College 

Defining our values:

# INTEGRITY

- The quality of being **honest** and having **strong moral** principles.

We show integrity by:

- Acting with honesty at all times, taking responsibility for our own actions.
- Always doing the right thing, especially when no one is looking.
- Demonstrating professionalism, working to fulfil our moral purpose - especially when times are challenging.

Waltham Forest College 

## JOB DESCRIPTION

---

Post	Receptionist: Business Growth Hub
Department	Student Services
Pay Spine	Business Support Scale 6
Post Reports To	Head of Learner Services & Careers

### MAIN TASKS

- Play a vital role in delivering exceptional front-of-house services at the College, including managing Reception, to provide a seamless and supportive one-stop-shop service that enhances both the Business Growth Hub and the learner experience.
- Serve as the first point of contact for SMEs, learners, parents, guardians, and visitors, offering a professional, welcoming environment that reflects the College's commitment to excellence.
- Maintain an organised, efficient, and professional reception area, ensuring that all necessary information is readily available to visitors and easily accessible to staff and SMEs.
- Assist in the planning and execution of college events tied to the Business Growth Hub, helping to create memorable and impactful experiences for all involved.
- Support the smooth and accurate delivery of daily administrative tasks, addressing departmental inquiries and ensuring that all processes align with the College's objectives and standards.
- Guarantee the precision and integrity of data capture, ensuring that all administrative processes are carried out correctly, consistently, and in compliance with College policies.
- Champion the highest standards in customer care, promoting equal opportunities and ensuring health and safety practices are followed, creating a positive, inclusive environment for learners and the community the College serves.
- Safeguard and promote the welfare of children, young people and vulnerable adults served by the College.
- Help to deliver the cross-college careers programme and ensure the successful delivery across all areas.

## **JOB ACTIVITIES**

- Foster a culture of excellent customer service by addressing inquiries promptly and professionally across multiple channels (in-person, phone, email).
- Provide efficient reception services, ensuring a seamless experience for all visitors, learners, and college stakeholders.
- Administer Business Growth Hub and course inquiries and applications, coordinating interviews and offers in line with Learner Services policies and procedures.
- Ensure the accuracy and integrity of Business Growth Hub and learner records, collaborating across departments to maintain data consistency and achieve satisfactory audit outcomes.
- Utilize the information management system to process bookings, inquiries, applications, and enrolments, with a strong understanding of relevant systems and processes.
- Offer guidance on Business Growth Hub and liaise with key internal and external professionals.
- Coordinate the administrative tasks for the Business Growth Hub, ensuring the successful delivery of workshops, seminars, and other college events.
- Assist with front-of-house functions, providing a core one-stop service that enhances the overall SME and learner experience.
- Demonstrate flexibility in supporting enrolment services during peak periods, contributing to initiatives such as recruitment events.

# WALTHAM FOREST COLLEGE COMMITMENTS

---

Waltham Forest College aspires to be an outstanding College and in recognition of the crucial role that members of staff play, individually and collectively, in achieving and maintaining high standards all employees are required to:

- Be a positive ambassador for the College at all times.
- To adhere to the College's policies, procedures and practices regarding the safeguarding of learners, including attendance at training and updating sessions as required and responding appropriately and supportively to any issues associated with safeguarding.
- Adhere to the College policies, codes, procedures and frameworks.
- Undertake continuing personal and work related professional and skills development.
- Work collaboratively with colleagues across the College as a whole so as to support the achievement of the College goals.
- Be a positive role model in terms of supporting and promoting equality & diversity.
- Understand and actively support the College's approach to health and safety and, in particular, to take into account the duty of care for others and oneself in all day-to-day actions.
- Challenge unacceptable behaviour (such as, for example, discriminatory language, not wearing College ID, shouting or playing loud music in corridors, spitting or swearing) whilst not putting one's personal safety at undue risk.
- Make an active and positive contribution to team meetings, one-to-one sessions with line managers and the appraisal process

In recognition of the ever-changing environment in which the College operates, the contents of this job description will be the subject of regular review in consultation with the post holder

# PERSON SPECIFICATION

Essential/Desirable criteria will be identified at*			
	AF	I	A
<b>EDUCATION AND TRAINING</b>			
A minimum good general education up to level 3	E		
Level 2 qualification in both Maths and English	E		
Willing to participate in and undertake training as necessary	E		
<b>EXPERIENCE</b>			
Recent experience of working in a busy office environment	E		
Experience of working as a high skilled administrator	E		
Experience of using computer packages i.e., Microsoft suite, E-mail, Internet	E		
Experience of working in a client-centered environment	E		
Experience of working in an 'advisory' capacity		D	
Experience of working with cross-organisational teams		D	
Experience in establishing and maintaining effective working relationships with a wide range of internal and external stakeholders	D		
<b>SPECIAL ABILITIES AND APTITUDE</b>			
Ability to work unsupervised and use initiative	E		
Ability to work with attention to detail and to adopt a meticulous approach	E		
To possess excellent written and verbal communication skills	E		
To be able to understand and use a variety of current computer packages and databases	E		
Ability to organise and prioritise workloads	E		
Ability to deal with situations sensitively and with empathy	E		
Ability to work as a team	E		
Understanding of client confidently and approach to sensitive working	E		
<b>OTHER REQUIRMENTS</b>			
Demonstrate work flexibility (hours and duties)	E		
To possess an approachable nature, tact and diplomacy	E		
To be able to work effectively under pressure	E		
Possession of good interpersonal skills	E		
Ability to work with clients from diverse backgrounds ensuring inclusion of the service to all	E		
Commitment to and understanding of equality and diversity issues and experience of promoting equality	E		
Commitment to providing high standards of health and safety for staff, Learners and others	E		
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		

\* **Key:** AF = Application Form, I = Interview, A = Assessment