

**Job Description**

<b>Post:</b>	<b>Switchboard Operator / Receptionist</b>
<b>Salary Grade:</b>	<b>Band 8</b>
<b>Responsible to:</b>	<b>Head of Marketing and PR</b>
<b>Responsible for:</b>	<b>No staff</b>

**Key Purpose:**

<b>1</b>	<b>To provide a first class customer service by dealing with all incoming calls into the college through the switchboard system and covering reception duties as and when required.</b>
----------	---

**Responsibilities:**

<b>1</b>	To participate in key College processes as required.
<b>2</b>	To act at all times in accordance with the College policies – e.g. Health and Safety, Equality and Diversity, Inclusion, Quality Assurance and the Charter.
<b>3</b>	To work flexibly in the interests of the organisation as required.
<b>4</b>	To participate in appraisal and undertake staff development activities as appropriate.
<b>5</b>	To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with.

**Duties and Responsibilities:**

<b>a</b>	To answer calls and web enquiries in a professional, helpful and timely manner.
<b>b</b>	Ensure that callers are put through to the correct person or are provided with the correct information.
<b>c</b>	Ensure that personal knowledge is up to date so that information can be provided quickly and accurately.
<b>d</b>	Ensure that phone details for staff members are correct, taking a pro active approach to checking the accuracy of the information.
<b>e</b>	To take messages off the answer service and direct the messages to the appropriate person.
<b>f</b>	To ensure that messages are e-mailed to staff or are added to the student intranet system.

<b>g</b>	To monitor the number of lost and received calls and advise the Head of Marketing and PR as required.
<b>h</b>	To co-ordinate the collation of information in file format so that this can be used by anyone staffing the switchboard.
<b>i</b>	To work closely with the reception staff at each centre so that calls that cannot be dealt with at the switch are sent through to the correct reception.
<b>j</b>	Deal with situations which might be of a sensitive nature such as complaints or upset students.
<b>k</b>	To provide reception support to all centres of Salford City College as required.
<b>l</b>	To work at other college centres when needed.
<b>m</b>	To be able to work under pressure.
<b>n</b>	To meet and greet visitors at Reception, sign them in and inform who they are visiting that they have arrived.
<b>o</b>	To make informed decisions quickly and confidently.
<b>p</b>	To carry out any other duties commensurate to the post as required by the line manager / senior manager

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

**Post holder to sign and date the job description:**

**Name of the post holder:**

**Line manager to sign and date the job description:**

**Name of the line manager:**

**Person Specification – Switchboard Operator / Receptionist**

	<b><u>Essential</u></b>	<b><u>Evidence</u></b>	<b><u>Desirable</u></b>	<b><u>Evidence</u></b>
<b>Qualification</b>	1 Literacy Level 2 2 Numeracy Level 2 3 IT Level 2	Certificate Certificate Certificate	a. Appropriate NVQ at Level 2	Certificate
<b>Professional Development</b>	4 Evidence of ongoing professional development	Application		
<b>Knowledge</b>	5 Knowledge of day to day office procedures 6 Knowledge of manual and computerised systems and procedures concerning recording monitoring systems including a switchboard system	Application/ Interview Application/ Interview	b Knowledge of working in a College environment	Application
<b>Experience</b>	7 Experience of working within an office environment 8 Experience in using computers e.g. spreadsheets and databases and inputting data 9 Experience of monitoring and reviewing systems including filing and maintaining records 10 Experience in liaising with members of the public and problem solving 11 Experience of dealing with people at different levels of the organisation	Application/ Interview Application/ Interview Application/ Interview Application/ Interview Application/ Interview		

<b>Skills / Qualities</b>	<p>12. Good organisational skills</p> <p>13. Good communication skills with emphasis on giving service and quality</p> <p>14. Using own initiative</p> <p>15. Ability to work to deadlines and under pressure</p> <p>16. Ability to work as part of a team</p> <p>17. Flexible approach</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p>		
<b>Other</b>	<p>18 Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults</p> <p>19 Commitment to college policies i.e. Health &amp; Safety, Equality &amp; Diversity, Inclusion and Quality Assurance</p> <p>20 CRB Check acceptable to college will be undertaken for successful applicant</p>	<p>Application / Interview</p> <p>Application</p> <p>Appointment</p>		