

RECEPTIONIST (term-time plus 1 week)

An exciting opportunity has arisen within Visitors' Reception for a Receptionist to join the existing team. The Receptionist will primarily undertake front-of house duties, working as a flexible member of the administrative team and will assist with a variety of reception tasks.

The role is term-time only plus 1 week.

Within this pack or online (www.wsfc.ac.uk under Job Vacancies) you will find:

- An introduction to the College
- Terms of employment
- Job description and person specification
- An application form with equal opportunities monitoring form
- Policy Statement on the recruitment of ex-offenders and guidance to applicants on disclosing information
- Code of Conduct for staff

Applications

Please complete the College application form including a supporting statement giving details of reasons for your application including experience, skills, training and achievements and how these are particularly suited to the needs of the post. Please refer to the job description, person specification and/or job details as applicable. Please do not write more than two sides of A4. We regret that CVs are not accepted in place of the application form.

Application forms are available from www.wsfc.ac.uk under **Job Opportunities** and should be **returned with the equal opportunities monitoring form by noon on Friday 27th February 2026.**

Interviews are currently scheduled to take place soon after the deadline and shortlisted candidates will be notified by email and phone.

If you do not hear from us, we regret that you will not have been included on the shortlist and we would like to thank you for your interest in the College.

Conditions of Employment	
General Conditions	Conditions of employment for support staff are as agreed between the Sixth Form Colleges Association and staff representatives at national and local level.
Start Date	5 th May 2026 (with some flexibility which can be discussed at interview)
Status	Permanent role in the College's Support Staff structure
Hours of work	Monday to Friday, 30 hours per week, 8 am – 2 pm (term-time only plus 1 week). Hours of work and the possibility for flexibility can be discussed at interview.
Pensions	Support staff will be automatically brought into the Local Government Pension Scheme, administered by Worcestershire County Council. Where the contract of employment is for less than 3 months, there is the opportunity to opt to join by completing an application form. Contributions are banded and further information is available under www.lgps.org.uk .
Holidays	As a term-time employee, the leave entitlement is paid as part of salary and all annual leave is taken during College holidays. Full year employees receive 25 working days plus 8 public holidays. There is an entitlement to an additional 5 days' holiday after 5 years' continuous service.
Pay	Actual starting salary will be £17,723.36 based on point 6 of the Sixth Form Colleges' Support Staff spine (currently £25,558) A term-time plus 1 week factor of 0.8553 is used to calculate salary, which is spread equally throughout the year.
Child Protection/ Safe-guarding	The College and all its personnel are committed to safeguarding and promoting the welfare of children, young persons and vulnerable adults. This position is subject to an Enhanced Disclosure and Barring Service (DBS) check. Where you have lived overseas in the last 5 years the College is required to evidence an overseas check in addition to the DBS check. Please refer to https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants for further information as to how you can apply for a certificate of good character if you are appointed. Where there is a charge applicants will be required to pay for this themselves.
Equality and Diversity	The College is an equal opportunities employer and staff, students, volunteers and workers are expected to respect the principles of open access and opportunity for all regardless of age, disability, gender identity, marital status, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Applications from members of the ethnic minorities would be particularly welcome as they are currently under represented in our workforce.
Disability	Where a disabled candidate is placed at a substantial disadvantage in comparison to a non-disabled applicant consideration will be given to any reasonable adjustments required to enable them to do the job after an offer of employment has been made. HR will discuss any reasonable adjustments required for the recruitment process with candidates shortlisted for interview.

JOB DESCRIPTION

It must be recognised that this job description is likely to change as the circumstances of the College change and the post holder must recognise and actively adapt to these changes as they affect the job described.

Job Title: Receptionist

Job Purpose: To undertake front-of house duties, working as a flexible member of the administrative team and will assist with a variety of reception tasks.

Responsible To: Senior Leader for Marketing, Communications & Strategic Co-ordination

MAJOR TASKS:

1. To perform reception duties in Visitors' Reception, to include: -
 - ensuring that all visitors to the College are signed in and appropriate checks have been carried out where necessary,
 - ensuring that students who have forgotten their ID cards are checked and signed in
 - dealing with incoming enquiries via the main College switchboard
 - dealing with incoming email via the enquiry and college email accounts
 - dealing with enquiries as appropriate from visitors to the College and members of College staff
 - maintaining and checking the electronic visitors' form and ensuring that appropriate approval has been granted for guest speakers and risk assessment completed as required
 - sorting and distributing of incoming College post and internal post and preparing outgoing post
 - ensuring that the Portal and noticeboard are updated with staff out of College and absent and notifying colleagues as appropriate
2. To keep the stationary cupboard stocked and replenish booklets and forms used in the reception area when necessary.
3. To assist with administrative tasks, type correspondence and input data as instructed.
4. To assist with covering the Tutorial Hub Reception during staff absence.
5. To ensure the reception area and the staffroom are kept tidy.
6. To assist the Senior Leader for Marketing & Communications with sourcing content for social media and website posts based on knowledge of visitors to College and scheduled trips and fixtures.

General Responsibilities:

1. To be responsible for and committed to promoting and safeguarding the welfare of children, young persons and vulnerable adults whether responsible for, or in contact with them.
2. To observe the College Health and Safety policy at all times, taking responsibility within own areas as set out in the policy.

3. To be fully aware of and implement College policies relating to equality and diversity and actively promote positive practice.
4. To comply with all other College policies and procedures.
5. To undertake personal and professional development to meet the changing demands of the position and to participate in appropriate training activities.
6. To undertake any other duties commensurate with this post as the Principal may from time to time decide.

PERSON SPECIFICATION

RECEPTIONIST

Requirements	Essential/Desirable	Assessment Methods
Education & Training	Essential English Level 2 or GCSE Grade 4 (C) and above or equivalent	Application form, Qualification
Knowledge & Experience	Essential Previous experience within a customer service/reception environment (minimum of 6 months)	Application form Interview References
Skills/ Aptitude	Essential Good numeracy and literacy Good communication and interpersonal skills Excellent telephone and face to face manner Effective team member	Application form Interview References
Other factors	Essential Punctual, motivated, adaptable and hardworking Used to working in a fast-paced environment Diplomatic and friendly manner with a sense of humour Honest and trustworthy Tidy appearance Positive attitude Commitment to equal opportunities, inclusion and safeguarding Ability to follow instruction	Application form Interview References

When shortlisting the panel will seek evidence of the criteria above. In exceptional circumstances, where there is evidence to demonstrate that the candidate has very strong potential or relevant overall experience, this might compensate for the inability to demonstrate a single essential criterion. In such circumstances the panel has the discretion to shortlist a candidate.

In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of young people including: motivation to work with them, ability to form and maintain appropriate boundaries and emotional resilience when dealing with issues of student discipline.

In line with the updated Keeping Children Safe in Education guidance, we will also carry out an online search on the shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which again would then be explored with the applicant at interview.

If candidates are shortlisted any relevant issues arising from references will be taken up at interview. If you do not hear from us, we regret that you will not have been included on the shortlist and we would like to thank you for your interest in the College.