



Receptionist



www.pinnaclelearningtrust.org.uk

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Should you have any questions over the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

All completed applications must be returned by 12 noon on the closing date on the advert to:

hr@pinnaclelearningtrust.org.uk

We cannot accept information held on CV's and therefore your application and accompanying statement must show all information about yourself and how you meet our requirements, using the job description and person specification will assist you with this. Please provide a day-time contact number on your application form.

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing and how you were supported.

Teaching staff roles only are requested to provide results from the last three academic years within the application process.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best regards,

The HR Department

*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.

JOB SPECIFICATION Receptionist

Purpose of the post

To assist the support staff managers in the efficient and effective operation of the main College reception desk and to provide a general administrative support service.

Summary of Main Duties and Responsibilities

Specific responsibilities:

- To provide assistance for students, staff and visitors with enquiries made at the Reception point either in person or by telephone by resolving or redirecting queries and giving advice where necessary
- To operate the switchboard and identify and deal with enquiries raised by callers on the telephone by liaising with other staff as necessary
- To assist in the receipt of deliveries, maintenance of stock and verification of services received in accordance with laid down procedures
- To receive monies and record transactions accurately on College systems
- To assist the Student Services department with student administration
- To play a supporting role in administering first aid.
- To provide cover at other reception points within college when necessary, for example due to staff sickness absence

Requirements of All College Staff:

- To promote and uphold the College Mission Statement, values and strategic aims and objectives.
- To comply with the College's policies and procedures, including those relating to health and safety, safeguarding, welfare and security.
- To work positively and inclusively with colleagues, students, parents and other partners regardless of their gender, ethnicity, sexuality, age or disability.
- To attend briefings and staff meetings as required.
- To participate in the College's Performance Management Review scheme and undertake professional development and training as required.
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students.
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Associate Principal or designated alternate.

Relationship to other posts within the College:

Supervision given to: N/A

Supervision received: Head of Student Services

Job Specification Review Cycle	Date	Initials
New version	30/04/2019	HR
Amended	30/11/2020	MSH/HR
Amended	06/12/2022	MSH

PERSON SPECIFICATION: Receptionist

This person specification will be used in shortlisting and interview to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate should give examples of how you meet the criteria.

	Essential	Desirable	Method of Assessment
Experience			
Experience of Administrative/Reception work	✓		Application/Interview
Experience of working in an educational environment.		✓	Application/Interview
Experience of using databases and management information systems.	✓		Application/Interview
Skills and Knowledge			
Excellent administrative and organisational skills	✓		Application/Interview
Articulate and well-developed written and oral skills.	✓		Application/Interview
Excellent Computer skills, including knowledge of Microsoft Word, Excel and email.	✓		Application/Interview
Education and Qualifications			
Good Standard of Education	✓		Application
Minimum Level 2 qualification in numeracy and literacy (i.e. GCSE Maths and English at grade c or above) or able to demonstrate level of ability. ? Application	✓		Application
Current First Aid Certificate or willingness to undertake training	✓		Application
Attitude and Personal Qualities			
Accuracy and attention to detail	✓		Application/Interview/References
Ability to work independently and as part of a team	✓		Application/Interview/References
Confidence in your abilities to deal with problems as they arise in a professional manner.	✓		Application/Interview/References
Ability to multi-task, work under pressure and meet deadlines	✓		Application/Interview/References
A proactive approach and willingness to contribute to departmental improvements	✓		Application/Interview/References
Good Interpersonal skills and ability to establish and maintain good working relationships with others.	✓		Application/Interview/References
Patience and ability to remain calm	✓		Application/Interview/References
An enthusiastic and flexible approach to working routines and practices	✓		Application/Interview/References
Suitability to work with children	✓		Enhanced DBS clearance/References
Commitment to equality of opportunity and anti-discriminatory practice.	✓		Application/Interview
Sensitivity to community issues	✓		Application/Interview
Empathy with the 16-19 year age group and the provision of a quality service for young people	✓		Application/Interview



To find out more or to apply:

pinnaclelearningtrust.org.uk

hr@pinnaclelearningtrust.org.uk

0161 287 8001

 **@WernethPS**

 **@HathershawC**

 **@osfc_info**

 **@WernethPrimarySchool**

 **@hathershawcollege**

 **@OldhamSFC**

 **@HathershawCollege**

 **@OldhamSixthFormCollege**



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