

TEAM MEMBER ROLE PROFILE – June 2018

Title Level	Receptionist/Administrator NT3	Business: Harlow College/Stansted Airport College Location: Stansted Airport College, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work Hard, Work Together • Be the Best, Be your future • Always be innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose To provide a customer focussed, front of house service to students, staff and the general public and also to provide a professional administrative service.</p> <p>2. Function's Strategy Contribute to the function's strategy which is part of the Teaching, Learning and Assessment</p> <p>3. Key Partners/Relationships: Managers and Staff Students and their sponsors/ Parents External agencies Stansted Airport Employers and Business Partners Schools and Sixth Forms</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Support as appropriate the maintenance of college databases, including registers, timetables, sickness and record keeping 2. Implement and maintain all of the administrative systems and processes across all income streams 3. Organise, coordinate and participate in events providing information to students or potential students 4. Provide a quality checking service for UCAS applications 5. Deal with receipt, sorting and distribution of incoming post/parcels, plus franking and recording of outgoing post 6. Provide a comprehensive administrative service, including the preparation and collation of reports, preparing and maintaining spread sheets, letters, agenda, diary management, making appointments and filing 7. Liaise with external parties/bodies including dealing with student financial claims/funding across all income streams. 8. Take notes at meetings as required 9. Provide a professional customer focused service including handling telephone calls, complaints, dealing with enquires and visitors. 10. Administer matters relating to student discipline 11. Room bookings using an in-house database 12. Receipt and logging of lost property 13. Monitor, order and distribute stationary supplies 14. Cashier work including handling monies, petty cash and till reconciliation 15. Maintenance of archive storage 16. Work in accordance with College policies and procedures, particularly in relation to Safeguarding, Equality and Diversity, Health and Safety and GDPR 17. Any other individual responsibilities as assigned <p>Critical Success Factors</p> <p>Provide a high quality, responsive, administrative service measured by:</p> <ol style="list-style-type: none"> 1. Achieving excellent levels of customer satisfaction and meeting or exceeding service standards 2. Producing accurate, high quality documents 3. in a timely manner 4. Effective and timely management and co- 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Education to level 2 standard including English and Maths 2. NVQ or similar qualification in Customer Service preferred 3. Experience in an administrative and/or customer service environment 4. Experience of dealing with students and staff 5. Experience of using Microsoft Office especially Word, Excel and Outlook 6. Ability to work under pressure to tight deadlines and work both on your own initiative and as part of a team 7. Demonstrate a customer focused approach with a can- do attitude that shows flexibility and the ability to adapt to change 8. Ability to work within a team as well as using own initiative 9. Demonstrate excellent organisational skills 10. Ability to demonstrate strong attention to detail in working practices. 11. Ability to remain calm when dealing with difficult situations 12. A flexible attitude with the ability to accept and implement change 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Actively seeks to increase/improve knowledge and skills <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Can evidence their contribution to the college's Quality Improvement cycle (e.g., SAR/QIP) ➤ Seeks ways to continuously improve the service/productivity of their working area ➤ Notices quality performance in others and offers feedback accordingly <p>Role Competencies (specific to role)</p> <p>4. Customer Focus</p> <ul style="list-style-type: none"> ➤ Considers customer perspective when implementing systems and processes ➤ Uses customer feedback to continuously improve the customer experience ➤ Responds to customer complaints promptly and positively <p>5. Communicates with Impact</p> <ul style="list-style-type: none"> ➤ Adapts style appropriately to suit the audience ➤ Actively listens ➤ Communicates clearly (both written and oral) ➤ Builds positive relationships within and beyond own working area

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	<ul style="list-style-type: none"> ordination of meetings 5. Effective resolution of complaints, resolved speedily and accurately 6. Achievement of objectives outlined in your appraisal 7. Create and maintain effective working relationships with external agencies 		