

## JOB TITLE: Evening Duty Officer

### ROLE OVERVIEW

**Job Title:** Evening Duty officer

**Contact Hours:**

20hrs per week (Term Time Only)  
Monday to Thursday 5-9pm

**Contract:** Permanent

**Department:** Advice, Admissions & Learning Centre Department

**Responsible to:** Deputy Head of Department

### KEY ROLE OBJECTIVES

- Serve as the primary point of contact on college campus for evening support to all students and staff, liaising with the duty manager as required.
- Work as part of a team delivering a high-quality customer service using a range of communication methods, to ensure customer enquiries and complaints are dealt with and escalated at first point of contact.
- Ensure a positive first impression of Exeter College, acting as the College's first contact with all customers and stakeholders.
- Provide a comprehensive information, advice & guidance service about Exeter College and its application process to prospective students, current students, employers, and other stakeholders virtually and via the telephone.

### MAIN RESPONSIBILITIES:

**Serve as the primary point of contact for evening support to all students and staff liaising with the duty manager as required.**

- Be the primary point of contact and dedicated liaison with the College Duty Manager, Security and Safeguarding to support with any emergencies on site in the evenings.
- Maintain an updated log of incidents and enquiries during the evening period.
- Build positive working dynamics with faculties to foster an excellent working relationship and ensure a greater knowledge and understanding of college information and people and services.
- Be responsible to checking the evening activity takes place as expected, and that the timetable is completed by all relevant faculties.
- Provide advice, guidance, and signposting to relevant services for staff and students as required.
- Complete relevant training, ensuring the safety of visitors and staff in the evenings.
- Ensure all Adult learners are fully supported in the evenings and provide a range of services to include, but not limited to:
  - Creating learner ID cards.
  - Processing student enrolment forms and taking associated payment via cash or card, ensuring compliance with finance regulations and funding procedures.
  - Emergency travel support.

## To provide exceptional customer service and a high-quality experience for all visitors to the college through the administration of reception services.

- To include managing car parking booking systems, parcel deliveries, visitor booking systems, management of college switchboard telephony service, customer enquiries and complaints.
- To work autonomously, managing own daily tasks and visitor enquiries.
- Provide a comprehensive information, advice & guidance service to prospective students, current students, employers, and other stakeholders face to face, virtually and via telephone.
- To maintain high stands of housekeeping and tidiness in the reception area to ensure a positive first impression for visitors

### Administration support for Admissions:

- To provide exceptional customer service and support for general admissions enquiries.
- Problem solving online application issues, facilitating requests for further information, signposting to other college services.
- Creating and maintaining a variety of documents using specialised databases, spreadsheets, our internal SharePoint, and Microsoft Office software whilst always ensuring confidentiality and in collaboration with cross college departments and staff.

### MANDATORY DUTIES

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults in college.
2. Commitment to equal opportunities.
3. Commitment to British Values and the Prevent Agenda.

### ADDITIONAL DUTIES

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

To promote and conduct your professional duties and responsibilities within the parameters of the colleges agreed values and aims.

This job description is current at the review date. In consultation with the post holder, it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.

**Reviewed:** September 2025

# Person Specification Evening Duty Officer

## Assessment Criteria

- Evaluated on application form (A) and/or interview (I) / Microteach (M)

### Experience

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#### Essential Criteria:

- Experienced in lone working or working independently (A)
- Experience of working in a customer service or front-of-house/reception role (A).
- Experience of dealing with enquiries and complaints in a professional manner. (I)
- Experience of working with a range of stakeholders, both internal and external (A/I)
- Experience of using IT systems, databases, and Microsoft Office applications to manage enquiries and records (A/I).

#### Desirable Criteria

- Experience working in an educational environment/establishment (A)
- Experience of working with safeguarding or security teams. (A/I)
- Experience of handling cash, card payments, or financial transactions (A)

### Skills and Abilities

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#### Essential Criteria:

- Ability to provide clear information, advice and guidance to a range of customers. (A/I)
- Ability to manage sensitive information with discretion and confidentiality. (I)
- Ability to prioritise and work effectively under pressure. (A/I)
- Able to make decisions and problem solve independently. (I)
- Develops effective relationships with staff and stakeholders (A/I)
- Ability to work both independently and as part of a team. (A/I)

#### Desirable Criteria

- Knowledge of Further Education application processes and admissions (A/I).
- Knowledge of safeguarding, health and safety, and data protection requirements in an educational environment (A/I)

### Personal Qualities

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**Essential Criteria:**

- Professional, approachable, and customer-focused manner (I).
- Calm, confident, and resilient in responding to challenging situations, including emergencies. (A/I)
- Able to demonstrate being positive and solution focussed (A/I)
- Able to demonstrate being proactive and a proven self-starter (A)

## Qualifications

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**Essential Criteria:**

- Educated to Level 2 or equivalent, including English and Maths (A)

**Desirable Criteria:**

- First Aid at Work or willingness to gain. (A)
- Safeguarding Qualification (A)

## Mandatory Requirements

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**Essential Criteria:**

- Commitment to safeguarding (including Prevent) and promoting the welfare of children and vulnerable adults (I)
- Commitment to equal opportunities (I)

**Reviewed:** September 2025

# OUR VALUES ARE WHAT MAKE US, US!

**VISION:** To be an exceptional College

**MISSION:** To shape futures by delivering world-class education and training for our city and region

## AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

## COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

## ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.