

NEW CITY COLLEGE **JOB DESCRIPTION**

TITLE: College Receptionist

GRADE: Scale 4

RESPONSIBLE TO: Senior Customer Services Adviser

PURPOSE OF JOB:

- First point of contact for all visitors to the College
- Provide positive impression to all visitors and users of the College
- Work as a dedicated member of the Customer Services team, supporting colleagues and following team and college processes to make sure the customer experience is first rate and to encourage student recruitment and other business for the College.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

- 3.1. Meet all guests courteously and professionally ensuring college visitor management systems and processes are followed to ensure safeguarding and visitor safety.
- 3.2. Give initial course and college information to visitors who require it, referring customers to specialist teams where appropriate.
- 3.3. Support college recruitment and promotional events.
- 3.4. Answer telephone calls and transfer appropriately and professionally to colleagues. Where colleagues are not available to take calls, support the caller as effectively as possible, to include taking and passing on messages, sourcing and providing information to meet the caller's request.
- 3.5. Make sure that all systems required to carry out the role are fully functioning and report any issues in line with procedure to ensure that any issues are swiftly resolved.
- 3.6. Administer email accounts (to include responding to emails), task lists and calendar applications.
- 3.7. Ensure front of house is clean and tidy, with up-to-date promotional literature at all times.
- 3.8. Keep a log of all visitors' and information requests and report to your supervisor, making sure that suggestions lead to improvements to the service and information requests lead into the business planning of the organisation.
- 3.9. Be responsible for ensuring that any deliveries to reception reach the addressee in a timely manner.
- 3.10. Provide occasional cover for other members of the Customer Services team as directed.
- 3.11. Carry out administrative and student recruitment tasks as directed by your supervisor, manager or head of service.

- 3.12. Undertake any comparable duties as required by the head of service, director or Principal.
- 3.13. Create a rapport with all College staff, to make sure that Reception is an integrated part of the College

4. Person Specification:

- 4.1 Proven, relevant customer services experience
- 4.2 Experience of working independently, on your own initiative and as part of a team
- 4.3 Experience which evidences computer literacy with experience of email and Microsoft Office applications
- 4.4 Experience of working in a busy customer facing environment
- 4.5 Excellent customer facing skills
- 4.6 Excellent interpersonal and communication skills.
- 4.7 Excellent telephone manner
- 4.8 Ability to use own initiative to resolve any problems that arise
- 4.9 Proactive and organised approach to work
- 4.10 Ability to stay calm during busy times
- 4.11 Understanding of how reception staff are vital to supporting a large complex organisation
- 4.12 Knowledge and understanding of the General Data Protection Regulations and how this relates to the role.
- 4.13 Knowledge and understanding of Safeguarding and Prevent agenda and best practice, how this relates to the role and how you can contribute to the safety and wellbeing of the college community.
- 4.14 Understanding of how this post is vital in promoting and implementing policies and procedures relating to the equality of opportunity.

Additional Information:

Hours of work will usually be between the core hours of 8.00am and 7pm on week days, arranged on a shift basis with other team members. The post will include occasional later evenings and Saturday work to support recruitment and enrolment of students.

Under exceptional circumstances, e.g. alterations in the College's pattern of working or changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned.

The post holder will normally have one base borough within the New City College Group and will be expected to work from time to time at any New City College campus as required by the college to meet the needs of the service.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.