

Integrated Student Services Receptionist and Administrator

- A. St Francis Xavier College is a Roman Catholic Foundation. All teachers should endeavour to maintain and develop the Catholic character of the College in accordance with the directions given by the Governors and subject to the directions given by the Principal.**
- B. The College has a strong commitment to equal opportunities and respect for all members of our community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.**
- C. This post is offered subject to the conditions of service as set out in the agreed contract.**
- D. For further information about the duties of all members of staff, terms and conditions, mission and policy framework of the College please see Staff Handbook available on the College intranet.**
- E. This job description is non-contractual. This means that should the needs of the College change in the future, the Principal may require reasonable variations consistent with the job title. Such changes will only be made after consultation with you.**

Hours: 35 hours per week, all year round. There will be a periodic need to work flexible times with early starts and evening finishes within this overall timeframe. If additional hours are required to fulfil the duties of the post this will be compensated by time off in lieu.

Reporting to: Integrated Student Services Operations Manager

Purpose of Role: To provide a personal and telephone reception service and assist with administrative duties. To contribute to all aspects of the ISS Department.

Overview: This position is part of the Integrated Student Services (ISS) Department. SFX Support Staff work flexibly in liaison with each other to ensure an outstanding service is provided to the students and teaching staff. As a member of the ISS Department, you will work as part of a cohesive team and will be asked (and trained) to assist your fellow team members with their duties particularly at busy times or when the needs of the college calendar or staff absence dictate. The College remains committed to supporting your work in the Integrated Student Services Department and if you require further training or assistance with prioritisation or time management, you should discuss these issues with your line manager.

Duties:

1. To work within the ISS Department team leading on Reception duties.
2. To work within a rota system to ensure coverage of the area during opening hours in liaison with the ISS Operations Manager.
3. To undertake reception duties, deal with staff, students, visitors and all stakeholders at first point of contact either in person or on the telephone. This includes dealing with queries for any of the strands of the Department (General Administration, Bursary and Examinations) or referring to the appropriate person for more complex queries.
4. To update college information screens on a daily basis.
5. To despatch prospectuses.
6. To maintain a petty cash float in liaison with the ISS Finance and Procurement Officer.
7. To maintain student accident records.
8. To assist with the interrogation and updating of electronic registers as required. Training will be provided.
9. To assist with the maintenance of the student database ensuring the inputting and updating of learner records, the production of reports and statistical returns as required and administration of course change terms and leavers' procedures (in liaison with the Director of MIS).
10. To be responsible for the College's outgoing and incoming post with assistance from other ISS team members.
11. To have an awareness of the ISS Department's aims and targets, both short and long term.
12. To contribute to the Departmental SAR on an annual basis in liaison with the ISS Operations Manager and the team.
13. To assist your fellow team members with urgent priorities, maintaining an overview of their duties to enable you to cover as necessary – this to include frontline Finance operations, Bursary enquiries and Examinations procedures. Full training will be provided.
14. Word processing as required, including student letters and references, as directed by the ISS Operations Manager or Deputy.
15. Minute taking as required.
16. To assist with monitoring the College enquiries@sfx.ac.uk email inbox as required.
17. To assist with the preparations for and operation of the College Open Day. Attendance at same to be recompensed by additional payment.
18. To engage in CPD as required to enable the post holder to fulfil all the duties of the post.
19. To work with the team in emergency situations e.g. Fire Alarm, First Aid in a calm and professional manner and in accordance with specific instructions as set out in the Health and Safety Policy
20. To have an awareness of, and commitment to, the College's policies on Health and Safety, Equality, Diversity and Inclusion, Prevent and Safeguarding.
21. To support the Ethos and Values of St. Francis Xavier College.
22. Any other duties within the remit of the post as may be required.

Person Specification:

Qualities and Skills	Essential	Desirable
Qualifications or commensurate experience to enable you to carry out your role in compliance with current rules/guidelines and legislation.	Yes	
Experience of using voice menu / call flow (IVR) intelligent communication phone and message systems.		Yes
Ability to word process accurately	Yes	
Ability to take accurate meeting minutes and summarize issues/decisions in real time, or a willingness to train to the appropriate standard.		Yes
Customer Services skills to the highest level.	Yes	
The ability to work within a team and maintain a professional and efficient service to the College.	Yes	
Experience of effective communication with all stakeholders, both internal and external	Yes	
Ability to prioritise workload and remain calm under pressure	Yes	
Computer skills necessary for the post i.e. EBS, electronic registers, Dashboard and Windows packages, or a willingness to train to the appropriate standard.		Yes
Experience of working in a post 16 Educational environment		Yes
A commitment to personal development.	Yes	
A commitment to the Health and Safety of staff and students.	Yes	
The ability to work flexibly within the ISS Department in line with emerging priorities, the College calendar and staff absence as directed by the ISS Operations Manager.	Yes	
A commitment to all College policies to include Health and Safety, Equality, Diversity and Inclusion, Safeguarding and Prevent.	Yes	