



JOB DESCRIPTION

Receptionist

JOB PURPOSE

As the Receptionist, you will serve as a first point of contact for the College, ensuring a welcoming environment and effectively managing inquiries. Staff in this role will help to continuously develop Reception service standards to help reinforce our reputation as one of the UK's leading sixth form colleges. Receptionists may also work flexibly across a range of other functions.

KEY PERFORMANCE AREAS AND RESPONSIBILITIES:

1. Visitor and Student Reception:

Warmly welcome and directing visitors and students to relevant staff or services.

Greet and register visitors, verifying DBS credentials, issuing relevant lanyards based on DBS status.

Manage general enquiries at the reception desk.

Administer and issue temporary and replacement student IDs in adherence to the college's procedures.

Guide students to college services and arrange career appointments.

Administer student services including attendance support, confirmation letters references, and lost property management.

Provide reception evening cover for college events if required.

2. Communication Management:

Operate the college telephone system, including call handling and updating automated prompts.

Managing incoming and outgoing correspondence via email and post.

Stay updated on college communications, events, and newsletters to provide accurate information and signpost appropriately.

Communicate security issues to the onsite Safety Officers for swift resolution.

Relay first aid requests to the Medical Welfare Officer and onsite first aiders for immediate assistance.

Ensure smooth handovers to relevant staff members and update relief staff.

Provide guidance and assistance to staff members for effective uses of the telephone system.

3. Front of House Maintenance and Administration:

Maintaining the physical reception area.

Stock reception with up-to-date college information and literature.

Maintain the parking calendar to control limited parking spaces effectively.

Book the Reception Meeting Room as needed by staff.

Manage the safe delivery, recording and distribution of on-site deliveries as well as the safe collection of couriered and standard outgoing mail.

Keep the reception manual updated with processes and protocols.

GENERAL RESPONSIBILITIES:

1. Participate in training and team development activities, to update knowledge and skills.
2. Make best use of technology, facilitating change to deliver new ways of working, which support the college's strategic objectives and core values.
3. Demonstrate commitment and enthusiasm to promote the principle of equality, diversity and inclusion in employment and service delivery.
4. To adhere to all college policies and procedures, especially those relating to child protection and safeguarding, students, health and safety, equality of opportunity and human resources, and the financial regulations and procedures.
5. All employees of the College have responsibilities in respect of health and safety. In particular they will:
 - co-operate at all times with the senior leadership team in the implementation of and adherence to health & safety policy and procedures;
 - take reasonable care for their own safety and for the safety of others who may be affected by their actions at work;
 - not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
 - report all health and safety concerns to line managers;
 - pro-actively report near misses;
 - assist with the completion of the risk assessment programme;
 - provide risk assessments for activities for which they are the responsible leader;
 - ensure a safe working environment is maintained for staff and students at all times;
 - ensure that all relevant health and safety training is up to date;
 - comply with health and safety related policies and procedures.
6. Take part in the college's staff appraisal and performance management cycles as appropriate.
7. To undertake such other duties, commensurate with the post, which your managers, or other members of the executive leadership team may reasonably and occasionally require, including working evenings and covering for absent colleagues.

ADDITIONAL INFORMATION

1. The post holder will report to the Executive Office Manager.
2. This is a fixed term (until March 2027), part-time (24.5 hours per week), term-time only post, subject to the conditions of service handbook of the Sixth Form Colleges Association.
3. Salary will be paid on the Sixth Form Colleges Association support staff pay scale, grade 3 - 7 which is currently £13,861.87 - £14,529.24 per annum, for term-time only based on 24.5 hours per week.
4. It is compulsory for all members of staff to attend the annual open events in mid-October (which take place on one evening and on one Saturday), for which there is a compensating college closure day/TOIL given.
5. All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
6. Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the post holder. They do not form part of the post holder's contract of employment.

Person specification: Receptionist			
Criteria		Essential	Desirable
Qualifications	Relevant vocational qualification		✓
Experience/ knowledge	Recent experience of working in a busy Reception or similar environment	✓	
	Recent working familiarity with telephone systems , switchboards, etc	✓	
	Worked in a school or college		✓
Skills/ competencies	Good people handling skills	✓	
	Good telephone manner	✓	
	Tidy and organised approach to work	✓	

Person specification: Receptionist			
Criteria		Essential	Desirable
	Good communication skills	✓	
	Practical problem-solving skills	✓	
	General office skills, keyboard skills	✓	
	Good record keeper	✓	
Personal attributes	Suitable to work with children and young people	✓	
	Calm and able to multi-task	✓	
	Enthusiasm	✓	
	Well organised	✓	
	Ability to work under pressure	✓	
	Commitment to high standards of service	✓	