

 Richmond and Hillcroft Adult Community College	JOB DESCRIPTION/ PERSON SPECIFICATION
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POST	Receptionist
DEPARTMENT	Learner Services
GRADE	Scale 1
REPORTS TO	Enrolments Team Leader
DIRECT REPORTS	None
WORKING PATTERN	Mon & Tue 08:45-17:00 & Wed, Thu, Fri 08:50-17:00

JOB PURPOSE

- To contribute to the professional front of house image by providing excellent customer service and displaying a polite, friendly and courteous manner when dealing with visitors, staff and learners.
- To offer an accessible, efficient and client-focused reception service that meets the diverse needs of stakeholders.
- To support the learner services team by responding to general enquiries linked to the admissions and enrolments process.

MAIN DUTIES AND RESPONSIBILITIES

- To be the first point of contact for visitors to the College and to ensure that all visitors and contractors are formally signed-in and provided with a relevant badge.
- To carry out a range of administrative tasks to support the front of house team, including the handling of incoming and outgoing post, assisting with filing and record keeping and maintaining and ordering stationery.
- To promptly follow up all general enquiries face to face, over the phone and online to maximise learner enrolment and provide excellent customer service.
- To assist the wider learner services team by responding to enquiries from prospective learners who enquire about courses. This could include assisting them with information on courses from the College prospectuses, website and database.
- To provide a first line response to learner feedback, sign posting learners to relevant College policies and procedures as required, ensuring that learners feel confident that their views and needs have been taken seriously.
- Work flexibly to provide appropriate cover and front-line presence to College activities.
- To assist with booking learner interviews, digital surgery and IAG sessions.
- To assist with the management of the student laptop loan scheme.
- To handle incoming and outgoing telephone calls using Microsoft Teams, transfer calls, take and pass on messages, offer options where specific requests cannot be met and ensure voicemail messages are picked up daily and appropriate action taken.
- To ensure the weekly classroom timetables are printed and displayed on classroom doors and a daily rooming report is printed and available in the Reception area.

- Use College computer systems to receive and send emails, to locate staff and learners as required and to operate the electronic notice boards as appropriate.
- Assist with the administrative work of the learner services department as appropriate, both in the general reception area and in other College locations as required.

General Duties:

- To commit to ongoing professional development by undertaking job related training.
- To contribute to the planning and development of the service as a member of the team.
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented.
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas.
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns.
- To carry out duties pertinent to the scope of the post as directed by the principal or other senior managers of the College.

The above are the key accountabilities as currently defined; they are not listed in priority order and should not be taken to be so. These accountabilities may be subject to periodic review, and the post holder will be expected to take on such variations as are consistent with the level of responsibility and purpose of the post.

PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements and will also ideally hold the desirable attributes.

		ESSENTIAL	DESIRABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
	KNOWLEDGE			
1	Commitment to Equality and Diversity, Safeguarding and Health and Safety	✓		I
2	Knowledge of office administration including the effective maintenance of paper and electronic filing systems.	✓		AF, I & T
	ABILITIES/SKILLS/EXPERIENCE			
3	Proven computer literacy in using standard office software applications such as Microsoft Office Suite especially Outlook, Word and Excel and confidence in using Access Databases and the Internet to research information	✓		AF, I & T
4	Experience or willingness to learn to learn the operation of a telephone system based within Microsoft Teams	✓		AF & I
5	The ability to work effectively as part of a team, share tasks and responsibilities with other members of the team and work on own initiative	✓		I
6	Excellent communication skills. A good standard of written English and confident and effective oral communication skills with an ability to communicate effectively and sensitively with people with differing abilities, backgrounds and experiences	✓		AF, I, T
7	Experience of providing excellent customer service to a range of internal and external customers, with good interpersonal skills, including tact and discretion.	✓		AF & I
8	Experience of working in an education environment, ideally in Admissions in either the FE/HE sector		✓	I
9	Experience of liaising with a range of staff across an organisation and of working with internal and external stakeholders and partners		✓	AF & I
10	Independent thinker, self-motivated who is pro-active, shows initiative and works well adopting a calm approach under pressure	✓		AF & I

11	A confident approach and willingness and ability to operate independently	✓		AF, I
	QUALIFICATION			
12	Good general education and command of English and Maths minimum of Level 2 in particular in English	✓		AF, T
13	First Aid or Fire Marshal trained or willingness to undertake the training		✓	AF
	ADDITIONAL			
14	Flexibility in working at open days at events (evenings and weekends)	✓		I

