

Job Description

Post:	Receptionist
Salary Grade:	Band 8, Incremental progression throughout the band is available.
Responsible to:	Student Services Manager
Responsible for:	Providing a first-class customer service within the Reception Services team

Key Purpose

1	You will be the first point of contact for students, staff and visitors, providing a professional and helpful reception service. Duties will include answering calls, welcoming visitors, handling enquiries, cash handling and completing general administrative tasks. The successful candidate will have excellent communication and organisational skills , a positive attitude and the ability to work calmly and professionally in a busy environment.
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Duties & Responsibilities

A	To act as a reference point for the public, students, visitors and staff in a professional and timely manner.
B	To issue information such as course information, room and timetable information to customer both verbally and paper based.
C	Answer, screen and direct telephone calls and enquiries.
D	Receive and distribute post and deliveries.
E	To process fee paying students, advising them of the instalment plan and checking ID and documentation to ascertain their status and payment requirements including asylum seeker and refugee status.
F	To receive income from students for course fees or other reasons such as trips, visits and ticket sales.
G	To complete end of session/day banking and balancing monies taken including PDQ printouts.
H	To issue petty cash to staff ensuring that the financial procedure is followed.



	and correct paperwork completed.
I	To ensure the security of money and have the responsibility for holding a safe key.
J	To act as a point of contact in emergencies including the monitoring, maintaining and ordering of first aid supplies and the maintaining of the accident report forms.
K	To issue ID badges to students and visitor badges to visitors accordingly.
L	To carry out administration duties such as data inputting, typing and filing as required.
M	Issue student, staff and visitor car park permits, ensuring car details are logged onto the system.
N	To work across all centres of Salford City College as required supporting the work of other reception roles and the switchboard role.
O	To carry out any other duties commensurate to the post as required.

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:

Date:

Name of the post holder:



Person Specification

	Essential			Desirable		
Qualification	1	Literacy Level 2	Application / Certificate	A	Appropriate NVQ at Level 2	Application / Certificate
	2	Numeracy Level 2		B	IT Level 2	
Professional Development	3	Evidence of ongoing Professional Development	Application / Interview			
Experience	4	Experience of working in an office type environment	Application / Interview	C	Working in a school or college in a similar role	Application / Interview
	5	Experience of handling a range of queries and customer enquires				
	6	Experience in using computers e.g., spreadsheets and databases and inputting data				
	7	Experience of monitoring and reviewing systems including filing and maintaining records				
	8	Experience in liaising with members of the public and problem solving				
	9	Experience of dealing with people at different levels of the organisation				
Knowledge	10	Knowledge of day-to-day office procedures	Application / Interview			
	11	Knowledge of manual and computerised systems				

		and procedures concerning recording monitoring systems including a switchboard system	Application / Interview	
Skills / Qualities	12	Good organisational Skills	Application / Interview	
	13	Good communication skills with emphasis on giving service and quality		
	14	Using own initiative		
	15	Ability to work to deadlines and under pressure		
	16	Ability to work as part of a team		
	17	Flexible approach		
Other	18	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults	Application / Interview	
	19	Commitment to College policies i.e., Health & Safety, Equality, Diversity & Inclusion	Application / Interview	
	20	DBS Check acceptable to the college will be undertaken for successful applicant	Application / Appointment	

