

## Job Description

|                                 |                                                                                                                                    |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Post</b>                     | Receptionist / Administrative Assistant                                                                                            |
| <b>Department</b>               | Student & Information Services (SIS)                                                                                               |
| <b>Responsible to</b>           | Director of Student & Information Services                                                                                         |
| <b>Hours &amp; Distribution</b> | 22.5 hours per week, term time plus 1 week<br>12pm to 4.30pm Monday to Friday                                                      |
| <b>Working closely with</b>     | Director of Student and Information Services & SIS Team<br>Admissions Team<br>Learning Centre Team<br>Other appropriate colleagues |

### Key Purpose:

Front of house receptionist providing administration support to the college's office and student information functions. To support the day-to-day administrative and operational requirements of the SIS division – including but not limited to reception duties, student/parent enquiries, college events, management information systems, exams and admissions. To work flexibly as part of the SIS team, contributing to the development of administrative systems and procedures, in order to ensure that a high quality support service is provided to students and staff.

### Duties and Areas of Responsibility:

| Operation and Coordination – SIS Core Duties |                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b>                                     | Undertake reception and switchboard duties, acting as first point of contact, welcoming all visitors and students to the college receptions, dealing with telephone and face-to-face enquiries in a pleasant and courteous manner, receiving and directing visitors to the appropriate person or department.                                                              |
| <b>2</b>                                     | Support and maintain learner attendance, retention and achievement strategies by providing a proactive student support service, working alongside Pastoral Directors and the Senior Tutor Team.                                                                                                                                                                           |
| <b>3</b>                                     | Contribute to the development of administrative systems and procedures, in order to ensure that a high quality administrative service is provided to students and staff covering the entire student journey.                                                                                                                                                              |
| <b>4</b>                                     | Deal with routine communication from students, parents, outside agencies and college staff, referring on to appropriate specialist staff in accordance with college procedures.                                                                                                                                                                                           |
| <b>5</b>                                     | Support the administrative requirements of annual college events and processes falling within the SIS remit, e.g. MIS data collection and the accurate and up-to-date maintenance of students' personal and academic records, the admissions and enrolment process, delivery of Open Evenings and Parents' Consultation Evenings, including attendance at college events. |
| <b>6</b>                                     | Undertake routine tasks e.g. filing, photocopying, shredding and maintenance of stocks of stationery, supplies and information leaflets.                                                                                                                                                                                                                                  |
| <b>7</b>                                     | Administration and postal duties where required.                                                                                                                                                                                                                                                                                                                          |

## Job Description

| <b>Budgets &amp; Resources</b>                           |                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b>                                                 | Identify resource needs, within your area and ensuring the most cost-effective use of budgets                                                                                                                                                                                                               |
| <b>2</b>                                                 | Comply with all financial procedures, particularly in relation to ordering processes                                                                                                                                                                                                                        |
| <b>Environment and Facilities</b>                        |                                                                                                                                                                                                                                                                                                             |
| <b>1</b>                                                 | Maintain a clean, healthy, safe working environment by consulting with facilities staff and complying with appropriate legislation or college policies/procedures.                                                                                                                                          |
|                                                          |                                                                                                                                                                                                                                                                                                             |
| <b>Quality &amp; Reporting</b>                           |                                                                                                                                                                                                                                                                                                             |
| <b>1</b>                                                 | Support quality control procedures and customer feedback monitoring in line with plans and targets                                                                                                                                                                                                          |
| <b>2</b>                                                 | Report to appropriate colleagues on possible strategies for service development delivery                                                                                                                                                                                                                    |
| <b>General (including Personnel &amp; Relationships)</b> |                                                                                                                                                                                                                                                                                                             |
| <b>1</b>                                                 | Work effectively with the Student Information Services and related other teams to ensure an effective service, operating timetable and duty rotas.                                                                                                                                                          |
| <b>2</b>                                                 | Support performance management procedures and be an active participant in appraisal.                                                                                                                                                                                                                        |
| <b>3</b>                                                 | Engage in continuing professional development by attending relevant meetings and training sessions, within college or externally.                                                                                                                                                                           |
| <b>4</b>                                                 | Ensure all appropriate paperwork is completed in line with college requirements.                                                                                                                                                                                                                            |
| <b>5</b>                                                 | Ensure awareness and implementation of relevant legislation and college policies, particularly those relating to health and safety, equal opportunities, data protection and safeguarding and comply with requirements to safeguard and protect the welfare of children, young people and vulnerable adults |
| <b>6</b>                                                 | Ensure all service policies and procedures are documented, clear and up-to-date                                                                                                                                                                                                                             |
| <b>7</b>                                                 | Engage with college staff to ensure an effective service delivery maintaining a professional attitude at all times.                                                                                                                                                                                         |
| <b>8</b>                                                 | Support the development of the Learning Centre.                                                                                                                                                                                                                                                             |
| <b>Other</b>                                             |                                                                                                                                                                                                                                                                                                             |
| Any other responsibilities appropriate to the position.  |                                                                                                                                                                                                                                                                                                             |

The duties are indicative of the requirements of the post. It is college policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate.

**The above job description was agreed as detailed below:**

|                                 |              |
|---------------------------------|--------------|
| <b>Name of the Post holder:</b> |              |
| <b>Sign:</b>                    | <b>Date:</b> |
|                                 |              |
| <b>Name of Line Manager:</b>    |              |
| <b>Sign:</b>                    | <b>Date:</b> |