

|  |
| --- |
| **College Receptionist** |

|  |  |
| --- | --- |
| **Reporting to:** | Admissions Manager |
| **Working Hours:** | Full time |
| **Salary:** | £17,475 - £19,055  |
| **Annual Leave:** | 26 electable days, 8 statutory days and up to 5 efficiency closure days at Christmas |

**Job Purpose**

To perform general reception-based duties and provide a customer-focused service for all visitors to the College. The College receptionist is the first point of contact for students, staff and visitors and as such, will play a pivotal role in ensuring that the College delivers outstanding levels of customer service. The post holder will also provide general administrative support to the College’s admissions department.

**Duties and responsibilities of the job**

1. **Main Duties**

|  |
| --- |
| 1. Act as the first point of contact for students, staff, visitors and members of the public
 |
| 1. Deal with switchboard calls ensuring that callers are put through to their requested destination in a professional and timely manner
 |
| 1. Deal with general enquiries by telephone, email and in person in an efficient, friendly and professional manner, maintaining confidentiality where appropriate whilst referring more complex enquiries to relevant members of staff
 |
| 1. Provide travel details and parking guidance for visitors, and register their arrival for security purposes; contact appropriate members of staff to inform them that their visitor(s) have arrived
 |
| 1. Develop and maintain the reception area as a welcoming and informative ‘front door’ for the College
 |
| 1. Management of the College’s incoming and outgoing mail
 |
| 1. To adhere to appropriate College policies including (but not limited to) safeguarding, equity & diversity, and health and safety.
 |

1. **Continuous Professional Development**

|  |
| --- |
| 1. To actively participate in the personal annual appraisal process
 |
| 1. To undertake staff development appropriate to the needs of the College in addition to any development needs identified through the appraisal process
 |

1. **Other responsibilities and duties**

|  |
| --- |
| 1. Provide general administrative support such as (but not limited to) photocopying, word processing and filing for the Admissions department to enable efficient operations therein
 |
| 1. Recording learner absences
 |
| 1. Support College interview days (and other open day activities where required) including collation and distribution of information packs and welcoming/advising applicants and visitors including some Saturday’s
 |
| 1. To undertake other duties commensurate with the grade of the post as may reasonably be required by the Line Manager or member of the Senior Management Team
 |

**Qualifications / Skills / Knowledge / Qualities**

It is crucial that the successful candidate shares our learner-focussed values, equality of opportunity and parity of esteem for staff and learners.

At Plumpton College we are:

* Ambitious and Progressive
* Enterprising
* Professional
* Passionate about everything we do
* Supportive

|  |
| --- |
| **Essential criteria for the post** |
| 1. Minimum level 2 in literacy and numeracy
 |
| 1. Demonstrable commitment to providing excellent customer service
 |
| 1. Excellent general standard of spoken and written English
 |
| 1. Previous administrative experience in a busy environment
 |
| 1. Experience of organising a busy workload with sometimes conflicting priorities to meet deadlines
 |
| 1. Able to communicate in a clear and professional manner with a variety of people and develop good working relationships with members of the College community
 |
| 1. Effective organisational and decision making skills
 |
| 1. Excellent IT skills including Microsoft office
 |
| 1. Ability to organise and prioritise work effectively
 |
| 1. Committed to continuously improving procedures
 |
| 1. Understanding of, and commitment to equal opportunities
 |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

Basic working hours are from 0830hrs to 1700hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all year round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Benefits**

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal