



# PLUMPTON COLLEGE

## Receptionist

Reporting to:	Enquiries, Advice and Guidance Manager
Working Hours:	Full time (37.5 hours per week)
Salary:	PC S3 (Scale 16 – 20)
Annual Leave:	26 electable days, 8 bank holidays and up to 5 efficiency closure days at Christmas

### Job Purpose

To provide a front of house service for external visitors to the College and to support the provision of an excellent and customer focused enquiries, advice and guidance service for the College in the recruitment of all learners and to ensure the quality of information shared with all stakeholders is clear, accurate and timely.

### Duties and responsibilities of the job

#### 1. Main Duties

a. To work within the College Enquiries, Advice and Guidance team to be the primary Front of House contact for all visitors, callers and general enquiries.
b. Provide accurate advice on courses, admissions, fees and College services.
c. Process learner applications and manage student absences using College Systems.
d. Respond promptly to enquires via telephone, email, face to face and written communication.
e. Maintain accurate records, databases and logs to support reporting and follow up activity.

#### 2. Customer Service and Enquiries Support

a. Deliver a professional, friendly and customer focused experience at all times.
b. Support prospective learners, parents, employers and external partners with clear guidance.
c. Manage the enquiries inbox ensuring timely and informative responses.
d. Build strong working relationships with curriculum and support teams to ensure a seamless service.

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| e. To assist the Enquiries, Advice and Guidance Manager in maintaining and developing further relationships with existing customers against agreed outcomes and suggesting areas for further development. |
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### 3. Administration & Information Management

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| a. Provide general administrative support including filing, photocopying and data entry.                                     |
| b. Maintain up to date records of enquiries, visits and learner interactions in order to generate reports whenever required. |
| c. Prepare documents, forms and materials for the Enquiries, Advice and Guidance team.                                       |
| d. Participate in the reception and switchboard rota to ensure consistent service coverage.                                  |

### 4. Quality, Compliance & Safeguarding

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| a. Work in full accordance with College policies, including Health & Safety and Equality, Diversity & Inclusion. |
| b. Adhere to Data Protection and GDPR requirements when handling information.                                    |
| c. Promote and uphold the College's Safeguarding policies and practices.   |
| d. Support continuous quality improvement within the EAG team.   |
| e. Contribute to maintaining relevant quality standards across service delivery.                                 |

### 5. Continuous Professional Development

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| a. Participate in staff development activities to support Continuous Professional Development (CPD). |
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### Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

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

<b>Essential criteria for the post</b>
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| a. Experience in a high-volume customer service related environment, with demonstrable commitment to providing excellent customer service. |
| b. Minimum level 2 in English and Maths.   |
| c. Excellent IT skills including Microsoft Office.   |

d. Excellent communication skills.
e. Proven experience of achievement of target focused outcomes in a busy office environment.
f. Adaptable and flexible, with the ability to learn new skills quickly.
g. Experience of organising a busy workload with sometimes conflicting priorities to meet deadlines.

## CONDITIONS OF EMPLOYMENT

### Working Hours

Basic working hours are from 08.30 to 17.00 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 will be booked on-line via the HR/Payroll system.

### 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 access to a free on-site gym, Employee Assistance Programme, Cycle to Work scheme and staff discounts.

### 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