

Job Description

Role Title	Receptionist
Salary Scale	MLP Support Scale D
Working Pattern	21.25 hours per week Term-time only (12pm - 4.15pm)
Job Role	To provide a professional and smooth running College reception.
Key Activities	<ol style="list-style-type: none"> 1. To liaise effectively with students, parents, staff, governors and visitors to the college. 2. To ensure a courteous, effective and efficient welcoming of visitors to the college. 3. Ensure the visitors, students and staff 'signing in and out' procedure is managed effectively. 4. To answer and direct calls through to the relevant staff or take messages where appropriate 5. To deal with incoming enquiries to the reception and taking independent action where appropriate to resolve administrative matters. 6. To manage the general college e-mail account, ensuring emails are directed to the relevant staff members in a timely manner. 7. To provide full administrative support in relation to the production of correspondence and records, including word processing, electronic and manual filing systems and the update of the College MIS system as required. 8. Maintaining a well-stocked stationery cupboard. 9. Ordering of items and course materials for bursary students. 10. Handling post and deliveries in a timely manner. 11. Taking payments where necessary. 12. Undertaking bulk photocopying and laminating. 13. Undertake appropriate training and development as agreed with the line manager 14. In addition, carry out other duties as reasonably required by the Head of College

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Person Specification

Criteria	Essential	Desirable	Method of Assessment
Qualifications	1. Qualified to GCSE standard 2. GCSE in Maths and English at grade 4 or above.		Application form
Experience	1.Experience of working with young people	1. Experience working with post-16 students	Application form and references
Professional skills	1. The ability to communicate clearly, accurately and helpfully with students, staff, parents and visitors 3. work effectively under pressure 4. Organisation and management of resources		Application form, letter and interview
Personal qualities, skills and characteristics	1. A genuine interest in young people 2. Energy and drive 3. Resilience and determination 4. Ability to work as part of a team 5. Committed to safeguarding and promoting the welfare of children 6. Respect for students, staff, parents and governors		Application form, letter and interview
Knowledge / special aptitudes	1. Confidence in using ICT		Letter and interview
Other	1. Sense of humour 2. Outstanding references 3. Role model, demonstrating a high standard of professional communication and conduct.		Letter, interview and references

