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###### Job Description

###### Receptionist

Title of Post: Receptionist (part time post)

Grade: Scale 3

Hours: 23.75 hours per week, 52 weeks per year – normally hours will cover mornings from 8.30am

 Reception is open between 8.30am and 7.00pm during term times (Monday to Thursday) and 8.30am – 5.00pm on Fridays, and 8.30 – 5.00pm all week Monday to Friday outside of term time. Reception staff are required to be able to work flexibly to cover hours during these times when required.

Location: The role is primarily based at the Hayes Campus, but staff may be required to work across both campuses (Hayes and Uxbridge) when required

Reporting to: Head of Guidance and Information Services

# MAIN SCOPE OF POST:

The postholder will be responsible for providing a Reception service for Uxbridge College’s Uxbridge and Hayes Campuses, ensuring an efficient communication system throughout the College. At all times the post holder is required provide exceptional customer service.

**DUTIES:**

1. Receive incoming calls and deal with enquiries appropriately.
2. Welcome and guide visitors to the required area.
3. Log all visitors on the College Visitor Management System
4. Deal with general enquiries at Reception.
5. Receive and relay any messages given to College staff and students.
6. Operate the switchboard.
7. Ensure Reception areas are kept stocked with College literature and kept tidy
8. Distribute incoming mail (both external and internal mails) and frank outgoing mail.
9. Word process documentation (using Microsoft Word), and undertake other general

 administrative duties including student enrolments.

1. To provide an information service over the telephone and in person.
2. Process all payments from full and part time students when required
3. Provide an enrolment service to potential students including taking payments and ID

 photographs as necessary.

1. Ensure all payments from students and applicants are processed accurately,

 information inputted on the system and paperwork completed.

1. Complete daily cash recollection and report any discrepancies to Line Manager.
2. Provide secretarial/administrative cover across the College at certain times,

 particularly during staff holidays and other periods of absence.

**OTHER DUTIES:**

1. To take an active part in the appraisal and mentoring processes.

2. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.

3. To comply with an actively promote the College’s Equal Opportunities Policy.

4. Participate in and contribute to the College’s in-service and training activities.

5. Any other duties commensurate with the level of responsibility of the post as required by the line manager

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| **Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

Receptionist

# Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good level of education (GCSE level or equivalent) | **** |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| * Experience as a Receptionist or similar customer-facing role in a busy environment
 | **** |  | AF/IV |
| * Excellent interpersonal and communication skills, and an ability to explain information in an articulate manner
 | **** |  | AF/IV/T |
| * Excellent customer service skills
 | **** |  | AF/IV |
| * Experience of providing excellent customer service to a wide range of customers
 | **** |  | AF/IV |
| * Experience of working with young people, particularly 16-19 age group
 |  | **** | AF/IV |
| * Ability to work effectively as part of a team
 | **** |  | AF/IV |
| * Confident and polite telephone manner
 | **** |  | AF/IV |
| * Ability and willingness to work across both Hayes and Uxbridge sites, and to be flexible with working times to cover the Reception opening hours and staff absence.
 | **** |  | AF/IV |
| * Administrative experience including the use of Microsoft Office packages, email and the use of a database/information system
 | **** |  | AF/IV |
| * Ability to remain calm and effective under pressure
 | **** |  | AF/IV |
| * Positive attitude to meeting customer needs
 | **** |  | AF/IV |
| * Awareness of the principles of Equality and Diversity and Safeguarding and the ability to apply them effectively
 | **** |  | AF/IV |
| **Competencies***Support staff should be able to demonstrate competency in the following areas:*CommunicationPlanning and OrganisingWorking Together Customer ServicesAdaptability/Flexibility | **** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Skills test at interview stage)

Cert = Certificates checked on induction