



Job Description

Front Office Administrator / Receptionist

Line Manager: Front Office Supervisor

Start Date: As soon as possible

Key purpose of role:

The post-holder is required to provide an accurate and efficient clerical service in the general office, work on the College switchboard and reception, and support the Front Office Supervisor with a wide range of administrative tasks.

Duties and responsibilities

In the first instance, the duties and responsibilities are listed below. As the needs of the College change, you will be expected to take on or relinquish responsibilities as directed by the Senior Leadership Team.

Role specific responsibilities

- On a job share basis with the Front Office Supervisor, work on the front reception as the first point for students, staff and visitors.
- Assist students with queries and temporary ID requests.
- Handle phone calls.
- Sort incoming post.
- Manage outgoing mail, ensuring correct postage is applied using the most cost-effective means of distribution and franking machine supplies are ordered.
- Assist with greeting and checking in visitors throughout the day.
- Provide support as required with College emails and the main inbox, responding to enquiries from students and parents, handling and directing complaints in accordance with the College reporting structure.
- Process references and letters for students, including verification of qualifications for past students, work-related references, confirmation of College enrolment, and other requests, as appropriate.
- Provide ad hoc support with projects.
- Managing the online process of College trip forms, ad hoc meetings, liaising with the staff working party and checking the workflow has been verified by the correct people.
- Maintain key office files and documents, both hard copies and online, ensuring they are kept up to date.
- Process paperwork for new starters and update office records for starters and leavers.
- Attend staff briefing and take minutes each Friday.
- With support from the Front Office Supervisor, collate internal information from staff via the bulleting inbox and write the weekly staff bulletin.
- Provide support to other administrative services in College, as and when required.
- Any other duties as may be reasonably requested by the line manager to allow for the efficient running of the college without changing the general character or level of responsibility entailed.

General duties and responsibilities

The post-holder is required to:

Promote, act as a role model and implement the College's policies, practices and procedures including those relating to diversity and Inclusion.

Take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the College's responsibilities under the Health and Safety at Work Act.

Demonstrate day-to-day commitment to the College's core values of community and mission statement.

Carry out such reasonable additional duties as may from time to time be determined by or on behalf of the Corporation.

All staff and senior post-holders have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the College's procedures for raising concerns about children's welfare and must report any concerns to the Designated Person without delay. Staff must also ensure they attend the appropriate level of safeguarding children training identified by the College as relevant to their role.

Special features of the post

This job specification is subject to review. Any changes in substance or interpretation will be implemented after consultation with the post-holder.

The successful applicant will join a very friendly, hardworking and dedicated team supporting each other to the full at all times and working comfortably within such a team, but can be equally comfortable using their own initiative to solve problems that come their way.

Diversity and Inclusion Statement

The College will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the Equality Act, 2010 whereby College will not unlawfully or unfairly discriminate on the grounds of age, sex, race, disability, religion or belief, sexual orientation, gender reassignment or marital/civil partnership status. The College will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The College provides an open, inclusive and safe environment for all its students, employees and visitors.

Safeguarding Statement

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of the right to work in the UK.

Prevent Statement

The successful applicant will be required to uphold the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs.

Simon Lett
Principal

November 2022

Front Office Administrator / Receptionist

Further Particulars

Working Hours: 37 hours per week
8.30 am to 4.30 pm, Monday to Thursday
8.30 am to 4.00 pm, Friday

Working Weeks: Term-time, enrolment week, plus two additional weeks during the summer holidays (41 weeks in total)

FTE: 0.901

Salary: Points 7 to 10 of the Sixth Form Colleges Support Staff Payscale – £19,169.08 to £21,055.98 per annum (£21,273.00 to £23,367.00 per annum FTE)

Conditions of Appointment:

Appointment is to a permanent contract working to the terms and conditions of service for all College staff under the following main provisions:

Holiday Entitlement:

Since this is a term time appointment, you will be required to take your leave during the College holidays. Your holiday allowance is paid as part of your annual salary.

Pension:

You will be entitled to participate in the West Yorkshire Superannuation Scheme. Further details available on request.

Safer Recruitment:

We have a strong commitment to safeguarding; all offers of employment are subject to the following pre-employment checks:

- Proof of identity
- Evidence of right to work in the UK
- Enhanced Disclosure and Barring Service check.
- Overseas criminal record check if you have lived or worked outside the UK in the last five years, for a minimum of three months
- Evidence of relevant qualifications
- Fitness for work
- Two references, including one from current and/or most recent employer

Closing Date:

The closing date for applications is **Wednesday 30 November 2022**.

Applicants for this post are asked to:

1. Complete the College's application form and Equality and Diversity form.
2. Write a supporting letter of application, with CV if you consider it useful.

Please send the completed details, as soon as possible, to:

Jen Rothery, Human Resources Advisor, as an email attachment to jobs@greenhead.ac.uk.

If you apply and are unsuccessful in being called to interview, can I thank you in advance for your time and trouble in making this application. Due to time constraints it would be impossible to respond to everyone individually - I hope that you will understand. The college is committed to Diversity and Inclusion and welcomes applications from all sections of the community.

PERSON SPECIFICATION: Front Office Administrator / Receptionist

CRITERIA	ESSENTIAL	DESIRABLE	Assessed from:
QUALIFICATIONS	A good standard of education First aid qualification, or willingness to undertake one.		Application Certificates
KNOWLEDGE/ UNDERSTANDING	Excellent word processing skills, including a fast but accurate typing speed Familiar with the Microsoft Office IT package, in particular Word and Excel		Application Interview Interview
EXPERIENCE	Experience in an office environment Experience handling telephone calls and providing polite email responses	Experience of working with students in a post-16 setting Customer service skills	Application
SKILLS/ABILITIES	Excellent organisational skills Ability to follow instructions and provide accurate outputs, often to tight deadlines A calm, clear, confident and polite telephone manner, displaying empathy or resilience when required Ability to communicate effectively with a wide range of individuals, both written and verbal Ability to empathise with 16-19 age range	Minute-taking experience Ability to focus on tasks at hand, even with distractions and interruptions	Application Interview References
ATTRIBUTES	Ability to work independently and use initiative, but also content working as a team A dedicated, hard-working approach A friendly, approachable personality Understand the importance of confidentiality A proven commitment to safeguarding, promoting the welfare of young people. A willingness to be flexible. A proven commitment to diversity and inclusion and an understanding of the College's policies Ability to uphold and promote the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs		Interview References