

Applicant Pack

Front Office Administrator / Receptionist (Maternity Cover)

Salary:	£19,278.11 to £21,055.98 (£21,394.00 to £23,367.00 per annum FTE)
Working hours:	37 hours per week, term-time only, enrolment week, plus two additional weeks in the summer holidays (41 weeks per year)
FTE:	0.901
Contract type:	Maternity Cover – Fixed-term contract from 29 August 2023 until 12 April 2024
Reports to:	Reception Supervisor
Closing date:	Wednesday 24 May 2023
Interview date:	To be confirmed
Start date:	Tuesday, 29 August 2023



Welcome Letter

On behalf of Greenhead College, thank you for your interest in the post of Front Office Administrator/Receptionist. We are pleased that you are considering Greenhead College as the next stage in your career, and we hope, subject to matching our criteria, you will apply.

Greenhead College is located on an attractive campus close to Huddersfield town centre, adjacent to the picturesque Greenhead Park. We are a short drive from the M62 and within walking distance of the train and bus station. Therefore, the College is an easy commute from much of the Northwest and Yorkshire.

The College provides outstanding education to approximately 2750 students, who study predominantly A Level courses. The philosophy of the College is based on the principle that each student and staff member is an individual and to be valued. According to the Government performance tables, Greenhead is currently the top performing Sixth Form College in the Yorkshire and the Humber for A Level results and third best nationally.

In March 2022, the College was once again graded 'Outstanding' by Ofsted, with no areas of weakness identified. This is testament to the resilience, ambition and success of our students, and the hard work of staff. Therefore, Greenhead is both a successful and significant Sixth Form College, with an outstanding local and national reputation.

The College is a great place to work, with a warm, inclusive atmosphere existing between students and staff. Our staff are recognised for their hard work and are encouraged to inspire each another, and to develop and grow. We are proud to have a strong and able Senior Leadership Team, experienced Governors, and a team of highly skilled teaching and support staff who work collaboratively to deliver the College's key purpose and principles, and strategic objectives.

This is an exciting time to be joining Greenhead College. Recently, we were one of only 50 schools and colleges nationally to be granted multi-million-pound funding to build a new four-storey block, which is currently under construction and will open during the next academic year.

If you have any queries about this role, please contact our Human Resources Team via email jobs@greenhead.ac.uk. They will be happy to answer your queries and provide further information about the College and this role.

We look forward to receiving your application.

Best wishes,

Simon Lett
Principal



Job Description

Front Office Administrator / Receptionist (Maternity Cover)

Duties & Responsibilities:

The College looks to appoint a warm and confident Front Office Administrator / Receptionist. The successful applicant will join a very friendly, hardworking and dedicated team supporting each other at all times. Applicants should be comfortable within such a team, but equally at ease using their own initiative to solve problems that come their way.

Role-specific responsibilities:

1. With the Front Office Supervisor, be the first point for students, staff and visitors.
2. Assist students with queries and temporary ID requests.
3. Handle phone calls.
4. Manage incoming and outgoing mail, ensuring correct postage is applied using the most cost-effective means of distribution and franking machine supplies are ordered.
5. Assist with greeting and checking in visitors throughout the day.
6. 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.
7. 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.
8. Provide ad hoc support with projects.
9. 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.
10. Maintain key office files and documents, both hard copies and online, ensuring they are kept up to date.
11. Process paperwork for new starters and update office records for starters and leavers.
12. Attend staff briefing and take minutes each Friday.
13. With support from the Front Office Supervisor, collate internal information from staff via the bulleting inbox and write the weekly staff bulletin.
14. Provide support to other administrative services in College, as and when required.
15. 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

Safeguarding:

16. All staff and senior postholders 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.

General duties - the post holder will also:

17. Promote, act as a role model and implement the College's policies, practices and procedures including those relating to diversity and inclusion.
18. 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.
19. Demonstrate day to day commitment to the College's core values of community and mission statement.
20. Carry out such reasonable additional duties as may from time to time be determined by or on behalf of the Corporation.

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 elimination of unlawful or unfair discrimination on the grounds of sex, age, marital status, colour, race, nationality or other ethnic or national origin, disability, sexual orientation, trade union membership or activity and religious background.

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, welcoming 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.

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

Front Office Administrator / Receptionist (Maternity Cover) Further Particulars and How to Apply

Salary:

The salary for this post will be within points 7 to 10 of the Sixth Form Colleges support staff pay scale, which is currently £19,278.11 to £21,055.98 per annum (£21,394.00 to £23,367.00 per annum FTE).

Conditions of Appointment:

Appointment is to a 0.901 FTE, temporary maternity cover contract working to the terms and conditions of service for all College staff under the following main provisions:

Working Weeks:

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

Working Hours:

37 hours per week
8.30 am to 4.30 pm, Monday to Thursday
8.30 am to 4.00 pm, Friday.

Pension:

You will be entitled to join the West Yorkshire Pension Scheme.

College Security:

Employees are required to wear identification badges at all times to adhere to Health and Safety and security procedures.

Safer Recruitment:

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

- Two satisfactory references
- Enhanced DBS check with barred check list
- Overseas check if you have lived or worked abroad within the last five years
- Evidence of the right to work in the UK
- Prohibition check order
- Qualifications
- Fitness for Work

Closing Date:

The closing date for applications is Wednesday 24 May 2023 and interviews will take place shortly afterwards.

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 documents 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 we 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 - we 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 (Maternity Cover)

	Essential	Desirable
QUALIFICATIONS:		
A good standard of education.	x	
First aid qualification or willingness to undertake one.	x	

	Essential	Desirable
KNOWLEDGE / UNDERSTANDING:		
Excellent word processing skills, including a fast but accurate typing speed.	x	
Familiar with the Microsoft Office IT package, in particular Word & Excel.	x	

	Essential	Desirable
EXPERIENCE:		
Experience in an office environment.	x	
Experience of handling telephone calls and providing polite email responses.	x	
Experience of working with students in a post-16 setting.		x
Customer service skills.		x

	Essential	Desirable
SKILLS / ABILITIES:		
Excellent organisational skills.	x	
Ability to follow instructions and provide accurate outputs, often to tight deadlines.	x	
A calm, clear, confident and polite telephone manner, displaying empathy or resilience when required.	x	
Ability to communicate effectively with a wide range of individuals.	x	
Ability to empathise with 16-19 age range.	x	

	Essential	Desirable
ATTRIBUTES		
Courteous, positive, and can-do approach	x	
A commitment to quality	x	
A willingness to be flexible	x	
A proven commitment to safeguarding and promoting the welfare of young people	x	
A proven commitment to diversity and inclusion and an understanding of the College's policies	x	
Positive and professional approach with a high level of commitment to the College	x	

The above criteria will be assessed by the: Letter of Application, Interview & Assessments.