RECEPTIONIST

JOB DESCRIPTION

August 2020

### OVERVIEW OF THE JOB

To support the College by providing an efficient and courteous reception service. Working in the college Reception, you will be answering the phone and directing calls as requested. You will also check and reply to emails, greet visitors, and deal with students’ general enquiries. The role also requires distribution of incoming mail to students or staff, accepting parcels and emailing staff and students to collect.

### REPORTS TO

You will be directly responsible to the Officer Manager. You will work within the framework and under the general direction of the Principal.

### MAIN RESPONSIBILITIES OF THE JOB

* Receiving telephone calls and directing calls to appropriate staff
* Appropriately dealing with reception emails and passing on messages if necessary
* Greeting and welcoming all visitors to the college
* Issuing ID cards and ensuring the signing of the visitor book
* Dealing with enquiries (walk -ins) from the general public and prospective students/parents
* Inform the appropriate department of deliveries
* Inform the appropriate department of problems
* Assisting with student and staff enquiries
* Collating student’s taxi information and arranging transfers as requested
* Operating standard office equipment, e.g. fax machine, franking machine and photocopier
* Distribution of incoming mail. Franking of outgoing post. Arranging couriers if required
* Maintaining the reception area, keeping it neat and presentable at all times
* General admin assistance when requested

### AS PART OF YOUR WIDER ROLE WITHIN THE COLLEGE, YOU WILL ALSO:

* Work as part of the wider team to support other people at busy times
* Support the College and its leadership
* Continue personal development as agreed
* Engage actively in the performance review process
* Comply with any reasonable request from the Principal to undertake other work
* Promote a positive working experience for everyone
* Help to provide a professional and welcoming environment for all visitors to the College

### ETHICS AND BEHAVIOUR

* You will maintain standards of ethics and behaviour in and out of College. In particular:
* Treat students with dignity, building relationships rooted in mutual respect;
* Have regard for the need to safeguard students’ well-being;
* Show tolerance of and respect for the rights of others;
* Maintain high standards of attendance and punctuality;
* Help to create and maintain a safe working environment for everyone;
* Understand and act within the relevant College, national and statutory frameworks;
* Develop and maintain a full understanding of current child protection procedures.

### PERSON SPECIFICATION

The job requires that you are:

* Previous work in a reception or office in a college, school or similar environment
* Obtained A\*-C English and Mathematics at GCSE
* Strong knowledge of Microsoft Office software suite
* Experience of working in a customer facing position
* Excellent customer care skills and telephone manner
* Excellent interpersonal skills and experience of dealing directly with internal and external customers on the telephone and in person
* Strong administrative and organisational skills
* Ability to work using own initiative
* Ability to multitask
* A friendly professional manner and appearance
* Calm and clear minded under pressure
* Good team player
* Ability to be self-motivated, flexible and well organised to manage, at times, unpredictable and variable workloads
* Flexibility for cover
* Willing to play a part in the wider life of the College community

### AND FINALLY

Bosworth Independent College is committed to safeguarding and promoting the welfare of children and young people and expect everyone connected with the College to share this commitment.

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