



# RECEPTIONIST

Sir John Deane's Sixth Form College (Northwich)

## Job Description & Person Specification

### Job Description

#### Reporting to

Head of Student Services

#### Purpose of the role

To provide a reception and administrative service to the College to provide a welcoming and efficient service to visitors, colleagues and students.

To also play an active role in the wider student services team to supporting admissions and covering reprographics services, examinations and student attendance.

#### Main responsibilities

- Welcome and receive visitors to the College, manage the signing in and out process and contact College staff, as appropriate
- Operate the College's telephone switch-board to receive, acknowledge and transfer calls, take and transmit telephone messages as required
- Prepare the post for posting, to include the maintenance of a posting log
- Provide a "help-desk" for students and College staff
- Help with the preparation for and attend all open events, enrolment activities and other information events
- To support the College's admissions process from application to enrolment
- As and when required provide wider support and cover to the Student Services department, to include reprographics, examinations and student attendance.
- To implement appropriate personal, technical and organisational measures to ensure that data processing is performed in accordance with the GDPR, and review and update those measures where necessary

- To carry out such other duties, as the job develops, as may be reasonably required by the Principal in accordance with the College's flexible approach to the efficient delivery of a quality support service.
- To act in accordance with and promote the Staff Code of Conduct and Safeguarding and Prevent policies.

The post holder will be expected to undergo such training as may be reasonably required from time to time by College Management, to participate in whole-College and departmental training events and briefing sessions as appropriate, and to use such equipment and technological aids as are made available to him/her to ensure the timely and accurate execution of his/her duties.

The post holder will also be expected to assist in ensuring the safety and wellbeing of students.

The post-holder will be required to implement, in the execution of all tasks allocated to him/her, such health and safety procedures as are specified by College management, and to seek to achieve such service standards as may be reasonably laid down from time to time by College management.

## Person Specification

	Desirable	Essential
<b>Qualifications</b>		
Educated to A-level standard or equivalent	✓	
<b>Experience</b>		
Experience of delivering high levels of customer service		✓
Experience in a reception role	✓	
Experience in a student focused role	✓	
Good IT skills including Word, Excel, Access and e-mail		✓
<b>Skills and Knowledge</b>		
Ability to work on own initiative and as a member of a team		✓
Excellent organisational and administrative skills		✓
Excellent interpersonal skills and the ability to communicate effectively		✓
Ability to manage difficult and unexpected situations		✓