



# Administration Assistant and Receptionist

**Title:** Administrative Assistant and Receptionist

**Reports to:** Deputy Principal

**Role Purpose:** To provide administrative support and perform receptionist duties

**Primary task:** The post holder's main roles will be to undertake receptionist duties and administration duties for the Deputy Principal and Heads of Department.

***Accountabilities (overview):***

1. To be an operator for the College telephone system for incoming and internal calls.
2. To perform reception duties in the Reception area dealing with enquiries and taking messages as appropriate.
3. To process incoming and outgoing mail.
4. To set out, word process and print various documents and to undertake general typing for members of staff and the Deputy Principal.
5. To assist with gathering Destination data and updating the College Calendar.
6. To help maintain records of student absences onto the College attendance system.
7. Contact students and parents/guardians as appropriate to follow up unreported student absences or other attendance issues.
8. Liaising with Directors of Studies regarding issues relating to student absences.
9. To assist with the provision of medical support for staff and students as required.
10. To maintain records of posting for examination papers and any other important document as required.

11. Ensure document-stuffing machine is maintained and has supplies ordered ready for any required mail outs.
12. To undertake any other duties commensurate with this post.

#### **Job Breadth and Communication:**

The post holder will undertake and engage positively with relevant training and personal development activities as required.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote the College's Acceptable Use Policy (AUP).

#### **Decision Making:**

The post holder is expected to respect any information that comes into their possession or exists in their environment relating to students, colleagues and other individuals. This requires following good practice and guidance on confidentiality.

The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with College procedure and their training.

**Date: May 2019**

<b>SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>At least 5 GCSE passes (or equivalent) to include Maths and English Language or equivalent experience.</li> <li>Qualification in administration</li> </ul>	<ul style="list-style-type: none"> <li>Degree level qualification</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>Experience of working within an administrative role</li> <li>Experience of Microsoft Office packages</li> <li>Experience of working within an educational environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within an FE educational environment</li> <li>Experience of working with young people</li> </ul>

<b>Skills/Aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to work successfully on own initiative and as part of a small team</li> <li>• Ability to communicate easily with staff, students and parents to maintain high standards of care.</li> <li>• High levels of integrity and empathy</li> <li>• An understanding of the importance of confidentiality and how to deal with highly confidential and secure information appropriately, especially in very sensitive cases.</li> <li>• Ability to work under pressure</li> <li>• Ability to work accurately and systematically</li> <li>• Excellent all round IT skills</li> <li>• Flexible and adaptable in relation to duties</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to multi-task</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake Enhanced DBS check</li> <li>• Willingness to undertake Safeguarding training</li> <li>• A willingness to undertake First Aid training</li> </ul>	