Receptionist

Job Description

General Purpose of Job:

To co-ordinate safe and secure entrance and exits of all students, staff and visitors, ensuring that ID's are checked and that students exit with the correct escort/driver.

Functional Links

The Receptionist will liaise with College staff, students, Governors, parents, carers, professionals, volunteers and visitors to maintain the high standards of the College.

Reporting Relationships

The Receptionist will be expected to work under the direction of the Head of Learning Centre and the Senior Leadership Team.

DUTIES AND RESPONSIBILITIES:-

1. Greet all students, staff and visitors in a polite, friendly, professional manner.
2. Co-ordinate safe entrance and exits of all students, staff and visitors, at all entrance doors ensuring they are signed in and out and that no unauthorized person gains access.
3. Follow safeguarding procedures on reception, including check ID's of taxi drivers/escorts, deal with people in a professional and assertive manner in order to further check identification if required.
4. Deal with enquiries relating to matters connected with the day to day running of the College, including liaising with other College sites.
5. Use the telephone to make/check transport and other arrangements as required.
6. Interact with students with learning difficulties/disabilities sensitively and flexibly.
7. To maintain information in a confidential manner.
8. To maintain an up to date record of escort and transport contact details
9. Use and input Student information onto the College MIS
10. Sign for, check and distribute deliveries/post
11. To handle office diaries and room bookings
12. To liaise with other Heads of Learning Centre as necessary
13. To monitor general stock levels and stationery.
14. Support the administrative team with general administrative duties as directed by the Head of Learning Centre, e.g. minute meetings, petty cash forms, letters.

15. To carry out all duties in accordance with College policies.
16. To attend any mandatory training as requested
17. To carry out other such similar duties that may be reasonably required by the Head of Learning Centre, or by the Principal/Senior Leadership Team.

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Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.

If you are selected for interview you may be asked to undertake practical tests to cover the skills and abilities shown below.

Qualifications/Experience	**Priority**
1. Experience of working within a team.	1
2. Proven experience of customer service skills.	1
3. Proven experience of working under pressure.	1
Ability, skills and knowledge	
4. Able to communicate (receive and transmit) appropriately and effectively with students who have significant communication difficulties, using the complete range of media, spoken, sign, written, gestural and intuitive.	1
5. Able to communicate (receive and transmit) appropriately and effectively with colleagues and visitors.	1
6. Able to seek out information and disseminate to others.	2
7. Able to maintain accurate, legible and up to date records.	2
8. Able to liaise appropriately and effectively with, and contact student homes, other departments and agencies regarding the organisation of student attendance.	2
9. Able to operate a range of office equipment such as photocopiers, laminators etc.	2
10. Knowledge of Microsoft applications and other data bases to produce a variety of letters, documents etc.	1
11. Ability to meet tight deadlines	1
12. Able to adhere to the Council's Equality and Diversity Policy.	1