



JOB DESCRIPTION

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| JOB TITLE: | Reception and Admissions Assistant |
| SALARY BAND: | Grade G: £23,695 - £26,336 per annum |
| STATUS: | Permanent |
| DEPARTMENT: | Central Admissions |
| HOURS: | 37 hours per week, full time |
| REPORTS TO: | Head of Admissions |
| CAMPUS: | Langley |
| JOB PURPOSE: | <p>To provide a first point of contact for all learners, staff and public enquiries at the main college reception including liaising with appropriate College departments.</p> <p>To deliver an effective and responsive service and support the delivery of quality admissions services which includes administration, inputting and retrieving information from the database, tracking applications and preparing correspondence</p> |

MAIN RESPONSIBILITIES:

1. To deal promptly and efficiently with face-to-face, telephone and e-mail enquiries. To pass on to appropriate staff those enquiries requiring specialist assistance. To seek at all times to exceed customer expectation.
2. To build a strong knowledge base on the range of courses offered by the College Group.
3. To make appropriate referral/signposting to other departments to channel customer enquiries in a calm and professional manner.
4. To provide administrative support to the central admissions department at Langley college.
5. To support the Campus Receptionist to implement operational procedures to a high quality service.
6. To provide front line service for the Langley college including but not limited to issuing of visitor passes, temporary passes, ID badges, mini cabs, franking post, booking visitor car park, car park permits and issuing of classroom keys.
7. To be primary point of contact for all Centre emergencies/requests for first aiders and to liaise with Campus/Duty Manager, Site supervisors and Security staff via the radio as and when the need arises.

8. To fulfill duties in a professional manner in order that the customer has a good impression of the College.
9. To effectively hand over relevant information to ensure smooth running transition between daytime and evening frontline service.
10. Provide a proactive approach to completing duties as necessary in order that customers are dealt with promptly, efficiently.
11. To support the central admissions department especially at peak periods and special events when out of hours work will be required such as taster days, open evenings and interview sessions.
12. To undertake training for professional development as and when required including a relevant NVQ programme.
13. Any other duties, tasks, and projects commensurate with the grading of this post as may be required from time to time.

Note

The post will be based at one of the current College campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College. Travel between the college's main campuses will form a requisite part of this post.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the College's Safeguarding and Child Protection Policy.
- The principles and procedures set out in the College's Data Protection Policy

September 2021



PERSON SPECIFICATION
Reception and Admissions Assistant

| | Essential | Desirable | Source of Evidence |
|---|-----------|-----------|--------------------|
| EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS | | | |
| Level 2 English qualification or willing to work towards (please state this in your application form) | ✓ | | AF |
| Level 2 math's qualification or willing to work towards (please state this in your application form) | ✓ | | AF |
| A relevant professional qualification e.g. NVQ level 2 or 3 or willing to achieve within two years. (please state this in your application form) | ✓ | | AF |
| 5 GCSEs at grades A-C or equivalent (please state this in your application form) | | ✓ | AF |
| EXPERIENCE | | | |
| Proven experience of working in a busy reception or in a customer focused environment | ✓ | | AF/IV |
| Proven experience of working effectively within a team | ✓ | | IV |
| Knowledge of switchboard systems such as Skype for Business | | ✓ | AF |
| SKILLS/KNOWLEDGE/ABILITIES | | | |
| Proven strong administrative skills | ✓ | | AF/IV |
| Proven excellent interpersonal skills, written and verbal, with the ability to communicate effectively with a wide range of people | ✓ | | AF/IV |
| Demonstrable IT skills including Microsoft Word, Excel, Outlook, Internet and databases | ✓ | | IV |
| Demonstrable customer focused approach to work | ✓ | | IV |
| Proven flexible approach to working practices including providing cover for team members | ✓ | | IV |
| Proven ability to work under pressure and to deadlines | ✓ | | IV |
| Proven ability to work effectively without close supervision | ✓ | | IV |
| High level of attention to detail and accuracy | ✓ | | IV |
| Proven time management skills | ✓ | | IV |

KEY: Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview

All of the elements marked IV will be assessed at interview
 All of the elements marked AF/IV will also be assessed at interview
 All or some of the elements may be assessed by the Test/Presentation