

Job Description

Job title:	Receptionist
Responsible to:	Operations Manager
Working hours:	14 hours per week (across 2 days, of which 1 is Friday)

Overview:

To provide a professional and welcoming reception and telephone operation service for staff, students, visitors and others who relate to the college, and to assist in certain administrative tasks. This is a job share with our current part-time receptionist, who works three days a week; you may need to be able to provide holiday and sickness cover on occasion.

Relationships:

- Operations Manager for policy and management advice and guidance and in relation to the support of college events and guests;
- Accommodation and Facilities Officer in relation to administrative support and accommodation bookings;
- Site Manager in relation to specific on-site maintenance projects and relevant domestic services and visiting contractors;
- Admissions in relation to prospective students and visitors;
- Catering in relation to needs of guests and lunch menus;
- Staff generally, in relation to visitors and guests;
- Students, visitors and enquirers in response to their queries.

Main tasks of the job:

- Manage the reception desk, reception area and the two front reception rooms, ensuring that a professional and welcoming service is provided to those who enter the college and that the above areas are kept tidy and presentable at all times;
- Answer and manage incoming telephone calls, referring on to others, as required and as appropriate;
- Assist in administrative tasks outlined in the Reception handbook, including ordering supplies, database management, word processing and general facilities administration support as required;
- Operate the room bookings system;
- Help in front of house duties for conferences and college groups, welcoming guests and serving refreshments etc.;
- Assist in preparing the reception area and front reception rooms for events and conferences;
- Create and maintain fire lists for on-site occupants;
- Take payments and refunds for accommodation bookings;
- Process invoices.

Person Specification

Essential qualities:

- Friendly and welcoming personality
- Willingness to work flexibly
- Ability and willingness to learn new skills
- Good organisational and problem-solving skills
- Confident in use of computer technology, with particular reference to Microsoft 365
- Supportive of the College's mission and vision
- Ability and willingness to work occasionally in the evening and at weekends