

CAMBOURNE VILLAGE COLLEGE: Evening/Weekend Receptionist

JOB DESCRIPTION

Created June 2019

Salary range: NJC Grade 2

Line of Responsibility

The Evening Receptionist is directly responsible to the Senior Administrator

Job Content

The aim of the post is to provide high quality Reception and Administrative support to the Lettings Programme held at the College for the local community.

The post of Evening/Weekend Receptionist is responsible for:

- Providing administrative support and organisation for the busy Lettings Programme of the College, including the Adult Education programme (evening post only)
- Dealing with visitors to the College and manning the reception desk and all incoming phone calls.
- Providing specific course information and guidance, using existing course outlines
- Assisting individuals who have booked the letting space in the College with their enquiries.

Duties and Responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Principal.

Operational

- To establish and maintain good relationships with users of the College including the general public who let the College, adult education tutors, colleagues, and other professionals.
- To assist the Reception team to ensure the effective operation of the Reception area so that all aspects of the administrative function are conducted efficiently and accurately.
- To liaise with Campus Manager and Lettings Manager when required to ensure room availability for classes.
- To answer incoming and internal telephone calls, dealing with requests and enquiries and taking messages as required.

Administrative

- To undertake general office, Reception, and administrative duties as required, including tasks required by the daytime College staff.
- To process enrolments and payments for adult education classes as requested.
- To ensure the photocopier is in good working order and well stocked with paper and ink toner.

General

- To assist in College emergencies as required, including locating relevant staff, contacting emergency services and completing necessary documentation.
- To attend relevant meetings and training sessions.
- To undertake first aid training and responsibilities as required.
- To undertake regular stock take of both stationery and first aid supplies, placing orders for items as required.
- To assist in such duties and activities relating to any of the above areas appropriate to grade as shall from time to time be reasonably required.

Conditions of Employment

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post holder is required to support and encourage the College's ethos and its objectives, policies and procedures as agreed by the governing body.

To uphold the College's policy in respect of Child Protection matters.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for the successful candidate.

The post holder shall be subject to all relevant statutory and institutional requirements.

The post holder may be required to perform any other reasonable tasks after consultation.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.

All members of staff are required to participate in the College's performance management scheme; engaging fully with targets set annually with the Line manager who will monitor and review performance in accordance with the College's Performance Management policy.