

Post Title	Business/Reception Support Assistant
Location	Craven College, Skipton (Multi-Site)
Rate of pay	APT&C Scale 3 (Points 15 – 17) £16,662 - £17,216 per annum Pro-rata to £9,997 - £10,329 per annum
Hours	22.5 hours per week
Responsible to	Business/Reception Support Manager
Special Conditions	This post is temporary for a fixed term until 31 July 2019 Some evenings or weekends may be required in line with the needs of the College A full DBS Certificate via the Disclosure and Barring Service will be required
Closing Date	Sunday 24 March 2019
Interview Date	TBC
Post No.	B894

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Lindsay Smith (Human Resources Assistant) lsmith@craven-college.ac.uk

MAIN JOB PURPOSE

To provide a high quality administrative and reception support service to promote the services offered by the College to meet the changing needs, in line with College policies and procedures.

KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College.

- To perform reception duties which include dealing with telephone and face-to-face communications internally from students and staff and externally from the general public and external bodies;
- To deal with all enquiries in a professional and sympathetic manner to ensure maximum customer satisfaction;
- To provide full and current information and guidance to all customers in a clear and helpful manner;
- To actively promote and market the College's quality offer of facilities and courses, maximising every opportunity available;
- To deal with customer enquiries effectively, accessing information from a number of electronic and non-electronic resources to provide an effective customer service to meet the needs of the wide range of clientele;
- Receive and direct telephone, fax, mail, e-mail and other messages as appropriate;
- To liaise with cross-college staff, students and outside agencies on a daily basis;
- To deal with the mail internally and externally ensuring deadlines are met;
- To administer payment procedures for course enrolments and other monies as required;
- To maintain records of visitors in and out of the building for security and safety purposes;
- To record all incidents and occurrences of significance in College buildings and ensure these are effectively communicated to the Business/Reception Support Manager;
- To cover evening Reception on a rota basis;

- To support the Business/Reception Support Manager in the provision of an efficient and flexible administrative support service across the College, sharing good practice and ideas for continuous improvement;
 - To provide an effective general administrative support service for Heads of School and across College departments;
 - The production of documents, receiving and communicating messages, minute taking, monitoring and recording of absence, completion of the destinations database, monitoring part time courses, and other administrative tasks in line with College procedures;
 - Ordering of goods for Schools using the Symmetry system;
 - To maintain relevant filing systems and up-to-date accurate administration records, as necessary, for audit purposes;
 - To provide a flexible administration service at busy times, e.g. enrolment;
 - Monitor the receipt of student and staff work and documentation for certification etc;
 - To assist the Examinations Department with setting up exam rooms, on-line testing and invigilating in examinations as required;
 - To attend meetings with the Business/Reception Support Manager to maintain and enhance systems and standards of cross-college support;
 - You will be expected to be fully conversant with the College's range of equality and diversity and safe guarding policies and procedures, to ensure the health, safety and welfare of all learners and staff;
 - To ensure the interaction with students is inclusive paying attention to specific needs identified and through assessment being mindful of cultural or gender differences;
 - To participate in the College's appraisal scheme and staff development activities as required;
 - Any other duties commensurate with grade and status as may reasonably be requested.
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PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

ESSENTIAL REQUIREMENTS

- Competent with a range of IT skills to include word processing, spreadsheets, databases, internet and email, supported by a relevant IT qualification e.g. ECDL or equivalent;
- Recent relevant experience of providing a high quality general administrative and reception service;
- Ability to provide full and accurate information in a clear and non-confrontational manner (both verbal and written);
- Experience of cash handling;
- Ability to deal with personal information in a confidential and sensitive manner;
- Experience of planning, organising and prioritising work to meet pre-determined deadlines;
- Ability to produce work to a consistently high standard under pressure to meet specified deadlines;
- Excellent interpersonal skills including a pleasant telephone manner;
- Ability to communicate effectively with a wide range of people at all levels;
- Willingness and ability to work on own initiative;
- Excellent team worker with the ability to work effectively as part of a large team;
- Willingness and ability to work flexibly to meet the needs of the College;
- Possess a first aid qualification, or willingness and ability to work towards;
- Possess a minimum level 2 qualification in Numeracy & Literacy or willing to work towards.

DESIRABLE REQUIREMENTS

- Awareness of a Further Education College's provision of service;
- Experience of producing complex spreadsheets and databases;
- Experience of working in a busy reception area.