



Association of Colleges

The Association of Colleges (AoC) exists to represent and promote the interests of Colleges and provide members with professional support services. As such, we aim to be the authoritative voice of Colleges – based on credible analysis, research, advocacy and consultation with Colleges – and the first choice destination for guidance and advice for members. AoC was established in 1996 by Colleges themselves as a voice for further education and higher education delivered in Colleges at national and regional level.

JOB DESCRIPTION

Receptionist Administrator

Job Purpose: To provide a resourceful and proactive reception and administration service to the organisation ensuring high standards of service are maintained at all times both externally and internally. Under the direction of the HR Manager, coordinate office facilities and support the professional services team to implement health and safety policies and procedures and provide effective administrative support across the AoC business.	
Department	Professional Services
Reports To	HR Manager
Location	National Office, London
Grade	2
Monetary Responsibility	Budget Management: None but responsible for ensuring best value is achieved in procurement and expenditure. Risk Management: Reputational when dealing with external parties via phone and email
People Management	Direct Reports: 0 Indirect Reports: 0
External Key Contacts	Staff at all levels in AoC member colleges contacting or visiting the organisation; external visitors; facilities and maintenance service suppliers, office equipment suppliers, catering suppliers, delivery personnel
Internal Key Contacts	All AoC staff

Key Accountabilities & Responsibilities:

To work as part of a team of two on a job share basis to provide a responsive and effective reception and administrative service.

Responsibilities include:

Reception

1. Coordinate the reception area facility to provide a responsive and efficient reception service including:

a. Providing an excellent standard of customer service on the phone, acting as the first point of enquiry to incoming telephone calls; understanding the enquiry and ensuring that callers are transferred to the appropriate person or department in a timely, courteous and professional manner; taking accurate messages where appropriate and referring these to the right person with the appropriate level of detail.

b. Meeting and greeting visitors as the first point of contact when they arrive at reception, ensuring that security and health and safety procedures are followed by signing-in visitors and providing relevant instructions/ information for their visit.

c. Sort incoming post for distribution in a timely manner ensuring all post is date stamped.

d. Maintaining a professional reception at all times by ensuring that the reception desk and communal area is kept clear and tidy, that deliveries are collected by relevant teams and the entrance is generally well presented.

Facilities

2. Coordinate the office facilities to support the professional services team to provide an organised, clean, safe and effective working environment for staff and visitors.

3. Maintain office facilities, including:

a. Office stationary and kitchen supplies including business cards, office/kitchen equipment, tea and coffee, drinks machines etc;

b. Liaising with external suppliers for maintenance, cleaning, recycling etc. to ensure our needs are met and services are of high quality.

4. Coordinate catering for all appropriate AoC meetings within budgetary limits and maintain and monitor records of expenditure.

5. Coordinate systems to service bookings and maintenance of the national office meeting room facilities, liaising with business support colleagues as required to ensure room bookings are accurate or released when no longer required, and facilities are kept clean and tidy for use throughout the day.
6. Keep staff appropriately informed regarding important facilities matters. Update and maintain contact information on relevant communication systems (e.g. telephone directory, Intranet, CRM) to ensure accurate and up-to-date records across the organisation.
7. Ensure all office equipment is maintained in good working order: photocopiers, franking machine, shredder, fax machine, printers, telephones, kitchen utilities, TV systems etc; monitoring issues and ensuring problems are solved quickly and proactively.
8. Manage the postal requirements of the organisation, ensuring compliance with postal rates and excellent customer service. Arrange couriers and other special deliveries as required.
9. Support the professional services team to coordinate office security via appropriate systems and maintain/monitor records of key-holders for the national offices.

Administration

10. Assist relevant teams with administration such as weekly briefings, email communications, website and intranet updates, meeting and travel arrangements, etc.
11. Assist with CRM record-keeping. Update and maintain records as required including assisting with centrally coordinated activities for data analysis/cleansing/reporting.
12. Provide ad-hoc administrative support to the professional services team and the wider AoC business, contributing to priorities and the effective delivery of member services, as required, ensuring that confidentiality is maintained when dealing with highly sensitive information.

Health and Safety

13. Support the professional services team in the communication and enforcement of health and safety policies and procedures to staff and visitors. This includes supporting the HR team with the induction and training of staff in a timely and consistent manner.
14. To be appointed as an Emergency First Aider and Fire Warden with the expectation to undertake duties as Fire Marshal, contributing to relevant activities and undertaking necessary training.
15. Any other duties that may reasonably be requested by the HR Manager or HR Director.

PERSON SPECIFICATION

Description	Essential	Desirable
Education/ Qualifications/ Professional Bodies		
GCSE English grade C or above	✓	
Relevant secretarial or vocational qualification		✓
Knowledge Skills & Experience		
Previous experience in a reception/administrative environment	✓	
Excellent administration, office and IT skills. Competent user of Microsoft Office user and Microsoft Outlook	✓	
Excellent verbal and written communication skills	✓	
Ability to work flexibly with others	✓	
Ability to work accurately and effectively to deadlines	✓	
Ability to use own initiative and to respond to changes positively and proactively	✓	
Maintains productivity and calm when under pressure	✓	
Ability to respond positively and pro-actively to colleagues and external contacts	✓	
Excellent attention to detail and presentation of work	✓	
Attributes		
Professional business demeanour	✓	
Personable and warm approach	✓	
An excellent phone manner, with demonstrable patience when dealing with callers	✓	
Highly self-motivated with the ability to work independently effectively	✓	
Demonstrates commitment to own learning and continuous improvement through training and development.	✓	
Collaborative worker and team player	✓	
Flexible with a positive outcome focused approach to problem solving	✓	
Assertive when required with a friendly and helpful disposition	✓	
Discreet with awareness of the need to maintain confidentiality with sensitive matters at all times	✓	
Tactful and diplomatic when dealing with sensitive matters	✓	
Demonstrates respect for equality of opportunity & diversity and works to promote an inclusive work environment	✓	
Demonstrates an interest in further education		✓

Acknowledgement

This job description has been designed to indicate the general nature and level of the work performance by employees within this post. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications / experience required by employees assigned to the role. These may be subject to future amendments following appropriate consultation.