

JOB DESCRIPTION

Job Title:	Receptionist
Department:	Executive Support & Administration
Reports to:	Executive Assistant
Grade:	Scale 4 (22,327- £24,676)
Location:	Ealing, Hammersmith and West London College

Key Purpose:

To provide at all times a welcoming, friendly, effective and efficient solution focussed reception and switchboard service, in accordance with excellent customer care and College procedures and policies.

Main Duties and Responsibilities:

- To provide excellent customer service to the stakeholders of the College, acting in a professional and courteous manner and maintaining confidentiality at all times.
- To be proactive in reversing negative situations, managing complaints and identifying and reporting risks.
- To operate and monitor agreed security procedures, at and around the reception areas, and to liaise and work in collaboration with the security guards as appropriate.
- To provide general assistance/guidance to the stakeholders of the College and to deal with their queries/enquiries either in person, email or telephone within the agreed timelines.
- To coordinate all visitor signing/out activities in accordance with College procedures.
- To resolve student and potential student enquiries liaising with appropriate colleagues, and issuing ID cards.
- To update and amend the system for logging the receipt and return of lost property.
- To be the first point of contact for requests for first aid assistance and to complete the relevant documentation.
- To reconcile relevant paperwork for safeguarding and first aid incidents.

- To ensure the availability and effective display of appropriate information relating to all aspects of the College.
- To support the development of a reception/switchboard catalogue of information, updating and revising as necessary.
- Evening and weekend work is required to suit business needs.
- To travel as appropriate in line with the duties of the position.
- To undertake any other duties falling within the purview of the post.

Method of Working

The College expects all members of staff to work effectively as part of a team, or teams, supporting staff and students, improving lives through, education, training, skills and development and fostering social and economic success, in line with the College's overall mission.

Public Relations

Considerable importance is attached to the public relations aspect of all work undertaken by Ealing, Hammersmith & West London College staff. It is a prime objective therefore, that all staff will at all times project to the public the image of the College as being keen to assist wherever possible, and committed to the highest standards of delivery and service.

Equality and Diversity

West London College regards the promotion, embedding and effective implementation of the College Equality and Diversity Policy as a shared fundamental responsibility for all colleagues.

Safeguarding

West London College is committed to safeguarding and prioritising the welfare of children, young people and vulnerable adults and expects all staff to share this commitment at work.

PERSON SPECIFICATION

Job Title	Receptionist
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Reports to	Executive Assistant
Grade	Scale 4

A = Application Form C = Certificate I = Interview	P = Practical Assessment R = References T = Test	Essential or Desirable (E or D)	Method of Assessment
Approach/Values			
The ability to adopt an Ambitious approach – using Innovation and creativity to realise the College’s vision		E	A, I
A demonstrable track record of accepting Accountability and taking responsibility for outcomes		E	A, I
A commitment to Inclusion – demonstrating an open, welcoming and supportive attitude to Colleagues and Students		E	A, I
The ability to act with Integrity by displaying a fair, open and honest approach		E	A, I
Commitment to the safeguarding of all students in the College and in the workplace		E	A, I
Ability and determination to promote equality and diversity throughout all aspects of College life, including employment and service delivery		E	A, I
Experience			
Proven experience in an administrative (or equivalent) role preferably within an educational or similar environment.		E	A, I
Experience of providing high quality customer service with specific reference to providing a front of house service in a busy environment		E	A, I
Education			
Level 2 including GCSE Maths and English Grade A*-C or equivalent		E	A, C
Skills			
Excellent written and verbal communication skills (in person and by telephone) to deal effectively with a variety of customers		E	A, I
Competent user of MS Office, including, Word and Excel in order to use the computerised administrative systems		E	A, T
The ability to work under pressure and to use own initiative when dealing with problems and queries		E	A, I
Understanding of stakeholder’s requests/expectations		E	A, T
A flexible attitude and the ability to work in collaboration with colleagues & without constant supervision		E	A, I
An ability to interpret/deliver information		E	A, I