

Job Title: Reception Administrator Apprentice

Responsible to: Manager of FAB Futures



Purpose of the Role

- To provide a professional, effective and efficient customer service to clients of the College as part of the team of reception staff
- To provide administrative support to the Marketing, FAB Futures and Admissions department and to support the efficient operation of all cross College activities and as directed by the Manager of FAB Futures

Duties:

1. To provide professional meet and greet services to all visitors, staff and students
2. To deal with customers and customer enquiries and signpost when necessary
3. Continually develop your knowledge of the College and its services with particular attention to supporting and promoting events and information provided by the Manager of FAB Futures.
4. To provide routine advice and guidance including identifying clients' requirements, supplying information and assisting clients to gain access to other services, including maintaining diaries of appointments where appropriate
5. To assess student fees and prepare fee related information and documentation for input to the EBS system and for the purpose of invoicing
6. To collect fees and other income and to daily balance, bank and analyse income received and assist with the operation of the College financial control systems under the direction of the Manager of FAB Futures
7. To support the delivery systems relating student funding support for example, by maintaining a knowledge of the offer and supporting documentation to underpin a request and to ensure students are supported to access the scheme, issue student bus passes, and support the delivery of free college meals etc.
8. To operate the College telephone switchboard. To re-direct enquiries to the appropriate department or person. Maintain up to date information and data bases, undertake any associated training
9. To provide an enquiry service to all face to face and telephone customers in accordance with the internal structure for dealing with all applicants and potential applicants to the College. To ensure knowledge of the application process is maintained at all times and correct recording processed are followed

10. To sort incoming mail delivered by Royal Mail for internal distribution and prepare outgoing mail for posting. Ensure the College franking machine is maintained, report and resolve any faults with the equipment contract holder and provide any associated reports about mail utilisation
11. To undertake routine clerical duties to support the work of Marketing, FAB Futures and Admissions department to support the work of the Marketing, FAB Futures and Admissions department, including setting up and maintaining appropriate, effective administration systems, entering statistical data and supporting the Manager of FAB Futures in any reporting duties
12. To be available to work flexibly to maintain excellent business continuity at all College Receptions, this will include working at different College sites and covering the full spread of the opening times currently between 8:00am and 7:30pm
13. To work an agreed shift pattern in line with the business opening hours as directed by the Manager of FAB Futures
14. To undertake appropriate staff development as agreed with the Manager of FAB Futures to keep abreast of developments in the principal area of work
15. To work co-operatively with other areas of the College to provide a corporate College service, particularly for cross College events, at enrolment times and during academic vacations
16. To follow strictly the requirements of the College's Health & Safety Policy, Sustainable Development Policy, Safeguarding Policies, and Equality/Diversity Policy
17. You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required

Required Qualifications

- 5 GCSEs grade 9-4 of which one must be either Maths or English Language

Apprenticeship Qualifications opportunities in this role (subject to entry qualifications)

- Customer Service Level 2
- Business Administration Level 3

Knowledge and Understanding

- Have up-to-date ability in Windows based IT software
- Knowledge and understanding of delivering good customer service
- Knowledge and understanding of effective communication in different formats, face to face, telephone, e-mail and social media
- Knowledge and understanding of providing information that is clearly and professionally presented

You may be required to work at or from any building, location or premises of Wigan and Leigh College and any other establishment where Wigan and Leigh College conducts its business.

You will also be expected to work outside of your normal working hours for College events and enrolments.

This College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This post involves you having considerable contact with children and, therefore, the successful candidate will be required to apply for an Enhanced Disclosure in accordance with Part V of the Police Act 1997. Further information about the Disclosure scheme can be found at www.gov.uk/disclosure-barring-service.

This is a description of the job as it is at present, and is current at the date of issue. The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated and that it relates to the job to be performed.