

Job Description

Post Title: Reception Administrator

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 clerical support to the whole Student Services team and administrative support to ensure the efficient operation of all procedures within the area and as directed by the Head of Student Services.

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 where 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 Head of Student Services.
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 Head of Student Services.
7. To operate, maintain and develop all systems relating to the delivery of student funding support for example, Student Bus Passes, Free College Meals etc.
8. To operate the College telephone switchboard. To re-direct enquirers 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 web based 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 processes 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 the Student Services area including setting up and maintaining appropriate, effective administration systems, entering statistical data and supporting the Head of Student Services in any reporting duties.
12. To be available to work flexibly in line with College Receptions operating hours and across all reception and Student Service sites.
13. To work an agreed shift pattern in line with the business opening hours as directed by the Head of Student Services.
14. To undertake appropriate staff development as agreed with the Head of Student Services 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 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 Knowledge and Qualifications

- Administration/business related qualification at Level 2
- Level 2 literacy and numeracy qualifications or to achieve within the probationary period
- Qualification in Information Technology
- Have up-to-date ability in Windows based IT software
- Worked in a customer service or similar environment in dealing with finance and/or cash
- IAG or Customer Service L2 qualification or to attain within 24 months of appointment

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

April 2019