

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 administrative support to the Marketing, FAB Futures and Admissions department and to efficient 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 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 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 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 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 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 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 Knowledge and Qualifications

- Administration/business related qualification at Level 2
- Level 2 literacy and numeracy qualifications
- Have up-to-date ability in Windows based IT software
- Recent experience in a customer service or similar environment that includes dealing with finance and/or cash
- IAG or Customer Service L2 qualification or to attain within 24 months of appointment

Desirable Knowledge and Qualification

- An Information Technology qualification

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

May 2024