

Job Description

Job Title:	Reception and Information Officer
Responsible To:	Admissions and Curriculum Support Team Leader
Line Management of other staff:	No
Location:	Colchester
Hours of Work:	<p>Term Time: Tuesdays: 14:00-18:00 Wednesdays: 14:00-17:00 Thursdays: 14:00-18:00</p> <p>Non-Term Time: Tuesdays: 13:00-17:00 Wednesdays: 14:00-17:00 Thursdays: 13:00-17:00</p>
Salary:	Actual Salary £6,984 - £7,150 per annum Full-time Salary £23,492 - £24,050 per annum
Date of last review:	October 2024

Purpose Statement:

Responsible for providing a professional and customer focussed reception and enquiry service. To support the admissions and enrolment process for Further Education programmes. Dealing efficiently and professionally with enquiries from applicants, parents, employers and schools, using a range of communication methods, to contribute to an increased conversion rate from application to enrolment.

To support the wider Admission, Registration and Examination Services department by providing cover and administration support where needed, and to proactively get involved in large scale activities such as preparation for welcome days, enrolment and other events.

Main Duties & Responsibilities:

1	To provide an excellent customer experience as the first point of contact responding to enquiries, and providing information, from a variety of stakeholders and through a range of media, showing excellent customer service, and positively promoting Colchester Institute; recognising that first impressions count and that the positive impact that is given could be the difference between an enrolment or otherwise.
2	To carry out front of house Receptionist duties as part of the role, including welcoming visitors, taking phone calls and operating the switchboard and supporting students and others with other enquiries face to face.
3	To provide up to date and accurate information to all enquiries, and in cases where the information is not available take responsibility for the enquiry and see it through to completion, keeping the enquirer fully informed.

4	To proactively ensure that personal knowledge and awareness of all aspects of College provision is up to date, including being familiar with all programmes, and as part of the Admission, Registration and Examination Services department be alert to, and aware of, what is going on, such as upcoming events and curriculum changes so that knowledge is current and correct.
5	To be familiar with all relevant aspects of EBS, to provide support to the wider Admission, Registration and Examination Services department.
6	To assist in the accurate and efficient processing of applications in line with college policy and procedures, working with College databases, systems and a variety of software packages to support processes.
7	To work in partnership with the Admission and Curriculum Support Officers to provide flexible support with updating applications, monitoring the completion of funding assessments, making calls to applicants and students, and others, to obtain clarification of or additional information.
8	To be an active member of the Admission, Registration and Examination Services department and be involved in department events such as interview evenings, exam support for national exams, welcome days, enrolment and open events.
9	To develop good working relationships with staff in other teams across the College to provide high quality support to all types of customer including Apprenticeships, Registry, Finance, Exams, Student Services and Funding and Information.
10	To support the Admissions and Curriculum Support Team by answering the course enquiry line and, on occasion, the online web chat function.
11	To work flexibly as a team member providing absence cover and support during annual leave and busy periods. Supporting the wider team by answering the course enquiry phone and responding to enquiries using the online chat service.
12	To develop and update personal professional expertise in the relevant areas.
13	Adhere to and promote the College's Safeguarding, Diversity, Equity & Inclusion, College Values and Health and Safety policies and practices.
14	To undertake any other associated duties determined by the college.

This job description is current as the date shown. It may be amended in any way following consultation with the post holder to take account of changes or anticipated changes in the organisation or management of Colchester Institute

Person Specification

Job Title:

Reception and Information Officer

Qualifications	Essential	Desirable	How is this assessed?
Minimum of Level 2 qualification in English and Mathematics GCSE 4+ or C and above / CSE Level 1 / O-Level C or above / Level 2 Adult Numeracy or Literacy or equivalent	✓		A
Customer Services qualification.		✓	A
Formal qualification in IT.		✓	A
Experience	Essential	Desirable	How is this assessed?
Experience of providing a flexible customer focused support service in a variety of ways, including face to face, by phone and electronic methods.	✓		A
Experience of working in a busy administrative team environment, managing own workloads and various conflicting priorities.	✓		A / I
Excellent experience of following policies and procedures to process information and produce documents / materials to a high standard of presentation, accuracy and speed.	✓		A / I
Experience of using database systems and an excellent understanding of data protection and the need to be vigilant in ensuring the sharing of personal data has been authenticated prior to release.	✓		A / I
Excellent IT experience, including Microsoft Office products to produce clear and accurate communications, using information from databases and a wide range of communications media.	✓		A / I / T
Experience of providing an empathetic and understanding service while maintaining a calm and diplomatic manner.	✓		A / I
Experience of working in an FE educational setting.		✓	A

Knowledge and Skills	Essential	Desirable	How is this assessed?
Working knowledge and experience of data protection and working with confidential and sensitive information, including GDPR.	✓		A / I
Excellent IT and data processing skills on a wide range of software applications.	✓		A / I / T
A smart worker with the ability to use systems and technology to effectively and efficiently undertake the role.	✓		A / I
Proven ability to work to policies with a high degree of accuracy under pressure, and to meet tight deadlines.	✓		A / I / T
Excellent interpersonal, people and customer care skills with the ability to positively promote Colchester Institute to internal and external customers.	✓		I
Excellent interpersonal, oral and written communication skills.	✓		I
Ability to remain calm and be diplomatic at all times, with a flexible approach to tasks and people.	✓		I
Understanding and commitment to safeguarding the welfare of children and vulnerable adults, creating a safe learning environment.	✓		A / I
Personal Attributes	Essential	Desirable	How is this assessed?
Proactive approach to work and the ability to independently manage workloads.	✓		A / I
A strong commitment to Equity Diversity, and inclusion.	✓		A / I
Enjoys working collaboratively and seeking collaborative opportunities.	✓		A / I
Ability to work flexibly to meet changing needs and work demands.	✓		A / I
Continuously improving and commitment to own personal and professional development.	✓		A / I

KEY:

A	Application
I	Interview
P	Presentation/Micro-teach
T	Test