

# Job Description and Person Specification



## SKILLS CENTRE RECEPTIONIST / ADMINISTRATOR

**Salary:** £8,940 - £10,086 pa inclusive

**Hours:** 18 hours per week to be worked over 40 weeks

Monday	Tuesday	Wednesday	Thursday	Friday
12:00 – 15:30	12:00 – 15:30	12:30 -16:30	12:00 – 15:30	12:00 – 15:30

**Leave:** This post is term time only, all leave should be taken when the college is not in session.

**Reports to:** Skills and Logistics Support Manager

**Location:** This post will initially be based at the Skills and Logistics Centre in Feltham

**The purpose of the post:** is to work as part of a team, providing an administrative support and reception service to all staff, students and visitors to the Skills Centre

The main duties and responsibilities are to:

### Reception

1. Be the first point of contact to receive all visitors to the Centre and deal with enquiries both in person and via the telephone.
2. Provide course information to personal callers and respond to written requests, keeping a record of enquirers for the contacts database.
3. Answer general enquiries from students, staff and the public having regard to the individual needs of the diverse student population and the Data Protection Act.
4. Assist, and support students on arrival, during break times and departure times at the college.
5. Answer the Skills Centre Switchboard, deal with general telephone enquiries, and re-directing calls as necessary.
6. Issue 1 day ID Passes to students who have failed to bring their ID Cards to college.
7. Issue visitor passes and badges.
8. Maintain tidy Reception Desk and general entrance area of Skills Centre
9. Act as first point of call for First Aid emergencies. Maintain and issue stock for First Aid kits. Keep records and forward Accident Forms to Health & Safety Manager.
10. Hand out lunch vouchers to students. Liaise with schools, School Links Co-Ordinator, Finance & Catering over lunch vouchers and keep records.
11. Maintain stocks of forms, publicity material and other information for a range of purposes as the Reception Service.
12. Liaise with caretaker over building issues, e.g., maintenance work that may be required.
13. Liaise with Security Assistants over any security or behavioural issues – act as first point of contact for Skills Centre staff needing to summon Security Assistants.

14. Help students in new resource area with logging onto and using computers and printing out work. Maintain good behaviour of students whilst in resource area.
15. Deal with deliveries for the Skills and Logistics Centre
16. Deal with residents' complaints and enquiries and forward to Skills and Logistics Centre Manager.
17. Record student's disciplinaries onto the system and prepare paperwork ahead of disciplinary hearing. At the end of term provide disciplinary stats to the Principal PA.

### **Advice and Guidance**

1. Respond to telephone, personal and written enquiries regarding courses and options for future study.
2. Advise students of methods of payment, or possible options for assistance.

### **Administration**

1. Support administrators, tutors, Curriculum & Quality Team Manager and HOD, as and when required.
2. Deal professionally and sensitively with confidential information and ensure that all college policies and procedures are followed.
3. Assist with paperwork relating to changes of student status.
4. Assist with any related duties, e.g., providing students with letters or sending faxes confirming GLH or attendance.
5. Carry out general typing tasks, photocopying, faxing and sending out prospectuses as required.
6. Keep track of Protocol National records and send relevant information to HR.
7. Inform HR and Managers of staff absences and keep records.
8. Inform tutors of student absences and keep records.
9. Be responsible for Disciplinary administration/paperwork:
  - a. Send out letters to students/parents, copied to WTC personnel as appropriate.
  - b. Arrange interviews for disciplinaries, book rooms.
    - Keep records of student disciplinaries and forward to appropriate parties as required.
    - Input data onto X Drive
10. Book rooms for other meetings as required.

### **Specific IT Related Duties**

1. Use in house system to answer student and prospective student queries regarding applications, enrolments and courses.
2. Using other software packages as required including email, Excel, Word and Access and franking machine

### **General**

1. Promote a positive image of the College in all contacts with students, employers and professional bodies.
2. Adhere and comply with the College financial regulations
3. Carry out any other reasonably comparable duties that may be required from time to time.
4. Undertake any training necessary to meet the demands of the post.
5. Undertake additional duties at enrolment times as required, including occasional evening work.

# Person Specification

1. Possess relevant qualifications/experience.
2. Possess a Literacy and Numeracy qualification at Level 2
3. Be willing to undertake training and development as required within the role.
4. Possess appropriate IT skills relevant to the post, or be willing to undertake training.
5. Have an awareness and understanding of equal opportunities.
6. Have an awareness of the safeguarding and prevent initiatives.

## Equality and diversity

West Thames College champions excellence, integrity, equality and respect.

This means we aspire to the highest achievements for our students and the best possible working environment for our staff.

The whole college community - women and men, younger and older, from different , social and ethnic backgrounds, a variety of faiths, cultures and languages, lesbian, gay and straight, disabled and non-disabled – we are all treated with the same respect and entitled to the same chances to succeed.

We champion diversity because we know that a rich mix of people makes the college a more productive and creative place to study and work.

And we champion equality because it is the right thing to do.

**Closing date:** 1pm, 1<sup>st</sup> October  
**Reference No:** SLC2018  
**Interview date:** W/C 8<sup>th</sup> October 2018

# Conditions of Service

**Contract:** Permanent  
Part time

**Salary:** £8,940 - £10,086 pa inclusive  
Please note the salary range for this post is points 21-25 on the Support Staff scales.  
Progression up the incremental pay scale is automatic and awarded on 1 April annually.  
New entrants are placed on point 21  
Where there is evidence of current earnings in excess of point 21, the applicant may be placed at the salary point higher than their current salary

**Pension:** Staff are entitled to participate in the Local Government Pension Scheme subject to its terms and conditions.

**Annual Leave:** This post is term time only, all leave should be taken when the college is not in session

**Hours:** 18 hours per week to be worked over 40 weeks

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**Probation:** Employees who commence their employment between 1 September and 31 May inclusive will be subject to 26 weeks probation before their employment can be confirmed as permanent.

Employees, who commence their employment between 1 June and 31 August, and those with term time only contracts, will be subject to 36 weeks probation period before their employment can be confirmed as permanent.

The extended period of probation is ensure that there is an adequate period of “normal” working during which to provide support and assess an employee’s performance.

**Disclosure** The post will be offered subject to an enhanced Disclosure satisfactory to West Thames College which will be conducted by the Disclosure and Barring Service.