



Job Description

Job Title:	Receptionist
Location:	Keighley College
Salary:	LC2
Reports to:	School Administration and Customer Service Team Leader
Staff responsibilities:	None
Working hours:	11 hrs (Mon & Tue 4.30-7pm, Wed 12.30-7pm, term time only)
Probation period:	6 Months subject to periodic reviews
Special conditions of the post:	Annual leave may not be taken during the busy enrolment and induction period
Safeguarding:	All posts are subject to an enhanced Disclosure and Barring Service check.
Date of compilation:	September 2021

CORE RESPONSIBILITIES:

1. Ensuring the highest level of reception service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations.
2. To provide information, data and advice as required by students, staff, stakeholders and external visitors.
3. To ensure relevant queries have an appropriately managed handover and post query resolution.
4. Identify, avoid and resolve problems quickly to enhance the customer journey.
5. Provide an excellent reception service – greet and sign in visitors, issue student ID badges, check ID badges, answer telephone calls and any other admin duties required.

6. Work with the school administration and customer service teams, and curriculum, to ensure customer service supports aspects of enrolment to offer outstanding service to all potential students, influencers and stakeholders.
7. To undertake the required administration supporting the School Administration and Customer Service Team.
8. Provide an excellent level of customer service that represents the College brand.
9. To work to flexible and diverse workflows in line with business needs.
10. To facilitate the work of individuals on supported internships to help them gain relevant experience.

DEPARTMENTAL RESPONSIBILITIES:

COLLEGE RESPONSIBILITIES:

1. Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post and to participate in review and development schemes.
2. Comply with college safeguarding procedures, including the promotion of the welfare of children and vulnerable adults studying at the college and commitment to the college child protection policy.
3. Comply with all college policies and procedures
4. Reflect on and maintain knowledge of educational/professional research to develop evidence-based practice
5. Act with honesty and integrity to maintain high standards of ethics and professional standards.
6. Manage and promote restorative practice approaches and the strengthening of relationships.
7. Comply with all legislative and regulatory requirements.
8. Promote a positive image of the college.
9. Embody the college values: Collaborative; Aspirational; Enterprising; Empowering; Dynamic; Excellent.
10. Any other duties commensurate with the level of the post, which may be required from time to time.

Job Description	
Compiled By:	Keighley College
Compilation Date:	September 2021



Person Specification

Job Title:	Receptionist
Department	Learner Experience

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C = Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1.Literacy and Numeracy at Level 2 or above	A
E	Q2. Relevant Customer Service qualification or training	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Proven experience of working on Front of House or Customer Service setting	A / I
E	EK2. Experience of using Microsoft Office and Google applications	A / I

E	EK 3.Experience using student records database	A / I
E	EK4. Knowledge of data protection and confidentiality requirements	A / I
E	EK5.Experience of resolving issues	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1.Ability to work flexibly across a number of tasks	A / I
E	SC2.Excellent communication skills	A / I
E	SC3.Excellent customer service skills	A / I
E	SC4. Good IT skills	A / I
E	SC5.Good attention to detail and accuracy	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Support and promotion of equality, diversity and inclusion	I
E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I