

Organisation:	Leeds City College
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds City College
Core Job Role:	Receptionist
Job Title:	Receptionist
Reports to:	School Administration Lead
Grade	LC2
Date of compilation:	May 2023

ROLE SUMMARY:

As Receptionist you will be Front of House at a very busy Campus. Your main role will be to meet and greet students, staff, parents and all external visitors to the Campus, ensuring that all Safeguarding processes are adhered to.

SPECIFIC ROLE RESPONSIBILITIES:

1. To ensure reception provides an effective first point of contact for all visitors
2. To ensure that staff and students have relevant ID and lanyards to enter site
3. To maintain a fire register of all persons present
4. To undertake receptionist duties including answering calls and dealing with queries and emails.
5. To ensure relevant queries are signposted appropriately and messages recorded and passed on
6. To ensure queries and other information is updated on the relevant college systems
7. To maintain student records including registers, timetables, destinations and change requests
8. To support absence monitoring, recording and follow up of students
9. To draft and send letters, complete stock audits and to complete resource orders
10. To support student enrolments and work with MIS to ensure registers are correct
11. To support the department with curriculum planning, timetabling, rooming, staff utilisation and course profiling
12. To carry out regular data checks
13. To support the department to ensure examinations and registrations with awarding bodies are accurate

14. To ensure the smooth co-ordination of parent and carers' evenings and open events

CORE RESPONSIBILITIES:

15. Co-operate in any staff development activities required to effectively carry out the duties of the post and to participate in College staff review and development schemes.
16. 2. Comply with all College policies and procedures.
17. 3. Comply with all legislative and regulatory requirements.
18. 4. Promote a positive image of the College.
19. 5. Any other duties commensurate with the level of the post, which may be required from time to time.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- 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.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminare Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Receptionist/Administrator
Department	Supported Engagement Programmes

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 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
D	Q1.Relevant Qualification at level 3 or above	A
D	Q2. Relevant Customer service qualification or training	A
E	Q3.Literacy and numeracy qualification at Level 2 or above	A
E	Q4. ICT Level 2 qualification	A
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Substantial experience of working in a customer focused role/ environment	A / I
D	EK2. Experience of administration in a FE environment	A / I
E	EK3. Experience of using data to monitor attendance and achievement	A / I / T
E	EK4. Experience of using IT to support education	A / I

E	EK5. Managing a range of tasks to conflicting deadlines	A / I
D	EK6. Experience of working with students with SEMH and SEND	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Able work collaboratively with a range of internal and external stakeholders to achieve positive outcomes	A / I
E	SC2. Excellent decision maker	A / I
E	SC3. High level of written and oral communication skills	A / I
E	SC4. High level of problem solving skills	A / I
E	SC5. Can work for significant periods under own initiative	A / I
E	SC6. High level of IT skills including Microsoft office google and student records systems	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