

## Job Description

<b>Group Member:</b>		Leeds City College	
<b>Job Title:</b>		Receptionist	
<b>Reports to:</b>		School Administration Lead	
<b>Job Grade</b>	RLW	<b>Department</b>	Foundation Studies

### 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. Ability to participate in evening/weekend work as required.

### CORE RESPONSIBILITIES:

1. To ensure relevant queries are signposted appropriately and messages recorded and passed on.
2. To ensure queries and other information is updated on the relevant college systems.
3. To maintain student records including registers, timetables, destinations and change requests.
4. To support absence monitoring, recording and follow up of students.
5. To draft and send letters, complete stock audits and to complete resource orders.
6. To support student enrolments and work with MIS to ensure registers are correct.
7. To support the department with curriculum planning, timetabling, rooming, staff utilisation and course profiling.
8. To carry out regular data checks.
9. To support the department to ensure examinations and registrations with awarding bodies are accurate.
10. To ensure the smooth co-ordination of parent and carers' evenings and open events.
11. 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.
12. Comply with all College policies and procedures.

13. Comply with all legislative and regulatory requirements.
14. Promote a positive image of the College.
15. Any other duties commensurate with the level of the post, which may be required from time to time.
16. Any other duties that are specific to the department.
17. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

#### **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 Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

##### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

##### **Ownership**

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

##### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

##### **Collaborative**

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

##### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

##### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

## Person Specification

<b>Job Title:</b>	Receptionist
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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
E	Q1. Literacy and numeracy qualification at Level 2 or above	A
E	Q2. ICT Level 2 qualification	A
D	Q3. Relevant Qualification at level 3 or above	A
D	Q4. Relevant Customer service qualification or training	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
E	EK2. Experience of using data to monitor attendance and achievement	A / I / T
E	EK3. Experience of using IT to support education	A / I

E	EK4. Managing a range of tasks to conflicting deadlines	A / I
D	EK5. Experience of administration in a FE environment	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	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I