



Job Description

Organisation:	Keighley College
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	N/A
Core Job Role:	Receptionist
Job Title:	Receptionist
Reports to:	School Admin and Customer Service Team Leader
Grade	RLW
Date of compilation:	March 2024

ROLE SUMMARY:

1. Ensure that the highest level of customer service service is delivered consistently to students, staff and stakeholders

CORE RESPONSIBILITIES:

1. To provide information, data and advice as required by students, staff, stakeholders and external visitors.
2. To ensure relevant queries have an appropriately managed handover and post query resolution.
3. Identify, avoid and resolve problems quickly to enhance the customer journey.
4. Provide an excellent reception service – greet and sign in visitors, check ID badges, answer telephone calls and any other admin duties required.
5. 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.
6. To undertake the required administration supporting the School Administration and Customer Service Team.
7. Provide an excellent level of customer service that represents the College brand.

8. To work to flexible and diverse workflows in line with business needs.

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 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
Department	Keighley Central Service

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 at Level 2 or above	A
D	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	EK3. Knowledge of data protection and confidentiality requirements	A / I
E	EK4. Experience of resolving issues	A / I

D	EK5. Experience using student records database	A / I
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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	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