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| **Job Title:** | Receptionist | **Post No:** |  |
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| **Curriculum Area:** | Communications, Admissions and Marketing | **Department/****Team:** |  |

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| **Reports to (job):** | Director of Communications, Admissions and Marketing |
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| **Responsible for (jobs):** | Liaises with students, supporting staff with admin requirements, greeting visitors and external bodies as appropriate. (May involve working at either of the three SCG campuses) |

# Job Purpose

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| **To be part of a team providing a front of house service, including dealing with students’ queries, handling telephone calls, course enquiries, visitors, general enquiries and administrative tasks.** |

**Main Responsibilities**

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| 1. | Undertake front of house duties, including responding to, or referring, enquiries from students, staff and the general public |
| 2. | Direct enquiries for course information from prospective customers by telephone, email or face-to-face to course advisors and support as necessary during busy periods. |
| 3. | Support the Admissions team with queries either face to face, on the telephone or online systems during organised enrolment events and during day-to-day operations. |
| 4. | Operate the College switchboard. Collect, sort, distribute and frank incoming and outgoing mail. |
| 5. | Sign in all visitors to the College |
| 6. | Take payment and issue parking permits to staff, students, and visitors |
| 7. | Receipt and take payments from students for exams, visits etc. |
| 8. | Issue petty cash, and assist with balancing monies and receipts |
| 9. | Organise and administer the College minibus booking system. |
| 10. | Maintain and update stock levels of course information stationery and prospectuses |
| 11. | Receive and administer lost property. |
| 12. | Support College promotional events. |
| 13. | Provide customers with appropriate college publicity linking with marketing campaigns as advised. |
| 14. | Shrewsbury Colleges Group actively promotes a ‘safeguarding’ culture. As such, employees are expected to carry out their role and responsibility in relation to student welfare. Employees are expected to access PREVENT and child protection training in accordance with their role and be aware of who to contact and what action to take if there are concerns regarding the welfare of all students. We are committed to ensuring that all employees are supported in respect to their safeguarding duties. |
| 15. | Undertake training and development, and undertake such other tasks as may be required or directed from time to time to meet the needs of the College |
| 16. | Support and promote the College’s equal opportunity, diversity, health and safety, Prevent and other policies, processes and objectives |
| 17. | Work positively to suggest and deliver quality improvements for your area. Engage with all quality improvements agreed for implementation from both internal and external sources. |
| 18. | \*\*To participate in exam invigilation as and when required\*\* |

### Person Specification

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| Criteria | Essential | Desirable |
| Knowledge | * Competent IT user with a knowledge of the Microsoft Office suite of applications.
* Literacy and numeracy at Level 2.
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| Skills  | * Excellent communication skills with all types and ages of people.
* Excellent telephone manner.
* Initiative and the ability to work as part of a team
* Ability to prioritise.
* An approachable and understanding nature.
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| Experience | * Experience of dealing with members of the public
 | * Knowledge and experience of further education or secondary schools
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| Special working requirements | * Willingness to work flexible hours, to include some evenings and weekends
* A commitment to ensuring the safeguarding and welfare of children at Shrewsbury Colleges Group
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