

Receptionist

Job description and person specification

Job Title:	Receptionist
Department:	CATS College
Reports to:	Vice Principal
Location:	CATS College London
Hours:	Full Time (8.30 – 5.30)

The Company

Cambridge Education Group (CEG) is one of the world's leading providers of pre-university academic, creative and English language courses. We provide pre-university programmes including 'A' Level, International Baccalaureate and University Foundation, as well as English Language study, to the growing market of international students seeking to enter the world's leading universities.

Cambridge Education Group aims to be the undisputed customer service leader in the international education sector and to be recognised as such by its partners and their clients, by the universities it works with and by its competitors.

Job overview

The post-holder will provide a friendly, welcoming atmosphere to all customers and provide a professional telephone service for all outgoing and incoming calls to the College. The Receptionist will play a key role in delivering an administrative service for staff and students, by providing support with key administrative tasks.

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

Key responsibilities and capabilities

- Maintain a pleasant and friendly atmosphere in the reception area, ensuring it is a welcoming and comfortable place to work, and for people to visit
- Ensure the reception area is kept neat, tidy and presentable at all times.
- Be responsible for answering the telephone in a timely manner and communicating any messages taken on behalf of a staff member to the relevant recipient without delay.
- Greet all visitors to the College with a positive manner and providing refreshments for visitors when required.
- Ensure visitors sign-in at a reception and provide the appropriate visitor badges as well as check ID documents as and when required.
- Offer general help and advice for students as needed when they call at Reception
- Deal with all initial walk-in enquiries at the College and contacting the appropriate staff to assist.
- Deal with all incoming post for staff and students; ensuring parcel deliveries are recorded and signed for. Logging and issuing student post and checking student ID cards at time of collection.

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- Be responsible for all outgoing post to be correctly franked and the franking machine is operating effectively and holds sufficient funds at all times; liaising with Finance Department and franking company as appropriate.
- Support the examinations department with administrative tasks.
- Ensure post and pay slips are delivered to staff and posted to staff when required.
- Order and issue of stationery, toner for computers and other orders for equipment or materials for staff and maintaining the College stationery supplies.
- Assist with student and staff timetable printing where appropriate, whilst encouraging students to log into Student Portal and print their own timetables.
- Log any operational or IT issues referred to you by staff via Sysaid system (training will be provided)
- Co-ordinate College tours for interview candidates and other visitors to the College when requested, with the exception of student and agent visits, including photocopying of recruitment documents for prospective staff.
- Arrange taxi transfers as requested; signing-off booked transfers against the monthly invoice.
- Responsible for the correct recording of all accidents occurred within College premises and ensure that they are communicated to the Operations Manager either on Magellan or via paper format (training will be provided on the Magellan system).
- Support with preparation of documents for staff and students as required.
- Undertake general filing duties which include maintaining up to date student records.
- Change and issue student passwords via Shackleton when requested (training will be provided on the Shackleton system)
- Support Student Services team: to include collating student welcome/arrival packs for new starters, letters for council tax/bank/Visas, support students with Oyster applications, photocopying/scanning and upload of student ID documents, etc.
- Responsible for contacting students on a daily basis to communicate messages from staff, when required.
- Offer general administration, as required by staff and students, including: faxing, photocopying, printing and filing within the reception area.
- Responsible for notifying line managers in a timely manner of any staff sickness absences, and advise the Payroll department of same.
- Cover for Student Services and the Library at lunchtime.
- Be a Fire marshal and be responsible for fire registers.
- Be registered as a First Aider and support/assist when necessary.
- Keep the staff photoboard up to date.
- Book meeting rooms when requested by staff members.
- Ensure that a professional and courteous manner is projected at all times in the workplace.

Health & safety

- To comply with all health and safety procedures as required by the College.

Child Protection

- All employees have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the college's procedures for raising concerns about children's welfare and must report any concerns to the Designated Person (Child Protection Officer) without delay. Staff must also ensure they complete the appropriate level of safeguarding children training identified by the college as relevant to their role.

The post holder will also:

- Work within the guidelines and policy and procedure requirements laid down by College policies in such matters as Safeguarding, Health and Safety, Risk Management and Equality and Diversity.

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- Demonstrate day to day commitment to the College's Core values of Excellence, Care and Community.
- Be required to carry out such reasonable additional duties as may from time to time be determined by Senior Management
- Participate in the College's Staff Appraisal Scheme as required and attend training and development as appropriate to the role.
- To be mindful of the need to ensure all College students receive a high level of care and discipline at all times (consistent with the Staff Handbook).
- To promote the good name of the College through conduct towards students, parents, agents and other parties, and attendance at College events.
- To adhere at all times to College standards.

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Person Specification

The position of Receptionist requires a caring and welcoming attitude and a very high level of customer service. An ability to work using one's own initiative as well as being a good team player is a pre-requisite. Experience gained within a customer services environment would be of an advantage.

Customer Focus

- Demonstrates an exemplary attitude to customer care.
- Demonstrates a clear empathy with customers and understands their needs.
- Exceeding customer expectations and presenting a professional and positive first impression.

Motivation

- Is proactive rather than reactive in approach.
 - Takes responsibility and ownership for work issues and problems of an operational, strategic, welfare or pastoral nature.
- Implements improvements to work processes and practices within his/her remit.
- Understands College goals and direction and sees fit with own.

Drive

- Is energetic and enthusiastic.
- Committed to the role and to the team and the college.
- Confronts and overcomes obstacles to progress within team.
- Seeks continuous improvement and professional development.

Intellect

- Demonstrates good critical thinking skills to understand customer issues and needs.
- Can suggest, and where appropriate, implement solutions appropriate to customer situation.
- Gathers facts and analyses situations in accurate and organised fashion.

Judgement

- Can think and act rationally and maturely without undue bias or reliance on emotional responses.
- Can weigh up information, issues and evidence and draw balanced conclusions from such.
- Shows clearly that he/she is learning from experience.
- Knows when to ask for support and advice from colleagues.

Credibility and Communication

- Has positive impact with colleagues and customers.
- Projects a professional image.
- Speaks clearly and persuasively when interacting with internal and external personnel.
- Keeps line manager and team informed of progress or difficulties.
- Displays excellent listening and questioning skills.

Resilience

- Can balance the normal demands or a range of work and responsibilities without disruption to other team members.
- Can prioritise conflicting demands.

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- Remains balanced and rational in dealing with others at all times.

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Teamwork

- Has the confidence and respect of all colleagues.
- Establishes team direction and responsibilities for achievement of team/college objectives.
- Creates open and supportive team climate.

Organisation

- Meets deadlines
- Demonstrates a capability to balance competing demands.