



United Learning
Cambridge Cluster
Part of United Learning

Job Description: College Administrator/Receptionist

Job Title: College Administrator/Receptionist

Reporting to: Business Support Co-ordinator

Pay Scale: Band 1 FTE

Hours: 37.5 hours per week

Role Summary

Provide a consistently high level of customer service to students, staff, families and visitors to the college through the provision of a professional and welcoming reception service. Provide administrative services which support both the day to day running of the college, and successful outcomes for all students.

Key Responsibilities of the Post:

- Provide a welcoming, customer focussed reception service, ensuring the appropriate security checks are undertaken for all visitors.
- Deal with telephone calls in a welcoming, courteous and professional manner.
- Deal with all enquiries ensuring communications are dealt with appropriately and in line with procedures.
- Operate an effective filing system for relevant emails and responses.
- Administer a number of manual and computerised records/information systems, such as the college's MIS, Parent Payment Gateway, cashless catering.
- Liaise with senior leaders/staff members to ensure enquiries to the school are handled in an appropriate manner, allow for the correct line of escalation and are replied to in a timely manner.
- Ensure messages forwarded to staff are clear and concise and done so in a timely manner.
- Correspond with families/third parties through the provision of high quality communications.
- Working with other key staff to provide administrative support to onboard/enrol new students.
- Deal with any local incoming and outgoing mail
- Work with a range of staff to ensure clear and effective communication is sent to families.
- Assist with administration functions including photocopying.
- Help administer key systems and databases which support both the running of the school and outcomes for students.
- Ensure the reception area remains tidy and looks welcoming and professional at all times.
- In the event of a fire drill / evacuation of the premises, ensure all visitors are accounted for.
- Support the work of the school's behaviour, attendance and pastoral systems as required.

- Support as directed by Business Support Coordinator with administration relating to school trips.
- Supporting trips administration with Student Services.

Qualifications and Experience:

- Educated to GCSE level or equivalent with previous relevant experience
- Highly self-motivated with the ability to work independently and effectively
- Advanced skills and knowledge of using administrative software tools
- Excellent attention to detail and presentation
- Ability to use own initiative and to respond to changes proactively and positively
- High level of confidentiality required at all times
- Tactful and diplomatic when dealing with sensitive matters
- Ability to work as part of a team, building strong working relationships with all colleagues
- Trained, or willing to be trained in First Aid.

General Accountabilities:

- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of the Cluster, and its commitment to equal opportunities and safeguarding.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.