New City College

Job Description

TITLE: College Receptionist

GRADE: Scale 4

Reports to: Campus Customer Services Manager

Hours: 35 hours

Purpose of the Role

This is an exciting role as you will be the first point of contact for all visitors to the College, the role involves creating a positive and welcoming impression for everyone who enters or uses the College's services. It also requires working as an effective member of the Customer Services team by supporting colleagues and following established College processes to ensure every visitor receives an outstanding customer experience.

Key Responsibilities:

1. **In common with all other staff:**

1.1 To support the College's mission, vision, values and strategic objectives.

1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.

1.3 To take responsibility for one's own professional development and participate
in relevant internal and external activities.

1.4 To implement the College's safeguarding policies and practices.

1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.

1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.

1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

2.1 To participate in College-wide projects and tasks.

2.2 To work in other support services areas to meet the specific needs of workload peaks.

2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

3.1. Meet all visitors courteously and professionally, ensuring College visitor management and safeguarding procedures are followed at all times to protect students, staff, and visitors.

3.2. Provide initial information, advice, and guidance, referring visitors to specialist teams where appropriate.

3.3. Provide course information and application support where required.

3.4. Answer telephone calls professionally and transfer them to the appropriate colleagues. Where colleagues are unavailable, support callers effectively by taking messages, sourcing information, and responding to enquiries where possible.

3.5. Carry out a range of administrative tasks; including but not limited to arranging visitor Wi-Fi access; processing applications; uploading applicant references; supporting student travel enquiries; issuing confirmation of enrolment letters; producing replacement student ID cards (including processing and recording payments); and booking taxis for First Aid, Safeguarding, or other authorised purposes.

3.6. Support college recruitment and promotional events.

3.7. Administer email accounts, ensuring timely and professional responses.

3.8. Maintain a clean, welcoming and well organised reception area with up-to-date promotional materials available at all times.

3.9. Ensure the correct handling, recording and storage of lost property in line with college procedures.

3.10. Manage deliveries received at reception to ensure they reach the

correct recipients promptly, working closely with the Exams team regarding secure exam paper deliveries.

3.11. Ensure all systems required to carry out the role are fully operational and report any issues promptly and in line with procedure to support swift resolution.

3.12. Build positive working relationships with staff to ensure Reception operates as an integrated and effective part of the College community.

3.13. Provide occasional cover for other members of the Customer Services team as required.

3.14. Undertake administrative and student recruitment duties appropriate to the role as directed by your Line Manager, Director or Deputy Principal.

3.15. Undertake any comparable duties as required by your Line Manager, Director or Deputy Principal.

4. Person Specification:

4.1 Proven, relevant customer services experience.
Experience of working independently, on your own initiative and as part of a team.

4.2 Experience which evidences computer literacy with experience of email and Microsoft Office applications.

4.3 Experience of working in a busy customer facing environment.

4.4 Excellent customer facing skills.

4.5 Excellent interpersonal and communication skills.

4.6 Excellent telephone manner.

4.7 Ability to use own initiative to resolve any problems that arise.

4.8 Proactive and organised approach to work.

4.9 Ability to stay calm during busy times.

4.10 Understanding of how reception staff are vital to supporting a large complex organisation.

4.11 Knowledge and understanding of the General Data Protection Regulations and how this relates to the role.

4.12 Knowledge and understanding of Safeguarding and Prevent agenda and best practice, how this relates to the role and how you can contribute to the safety and wellbeing of the college community.

Understanding of how this post is vital in promoting and implementing policies and procedures relating to the equality of opportunity

Additional Information:

Safeguarding Statement
The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Criminal Convictions, DBS & Ongoing Disclosure
This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

Equality, Diversity & Inclusion
The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

Review of Job Description
This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

Education & Qualifications

- GCSEs (or equivalent) in English and Maths
- Basic literacy, numeracy and IT skills
- Customer Service qualifications Level 3 Diploma/NVQ in Customer Service (a nationally recognised qualification designed for customer-service and administrative staff)
- Business Administration qualifications / Level 2 or Level 3 Diploma in Business Administration These help with tasks such as filing, data entry, email handling, and using office systems—duties commonly found in college receptionist job descriptions.

Additional Information

- Hours of work will usually fall between the core hours of 8.00am and 7.00pm on weekdays, arranged on a shift basis with other team members.
- The role includes occasional later evenings and Saturday work to support student recruitment and enrolment.
- Under exceptional circumstances, such as changes to the College's working patterns or demand, hours of attendance may be varied following consultation with the post holder.
- The post holder will normally have one base borough within the New City College Group but may be required to work at any New City College campus as needed to support service delivery.
- The job description will be reviewed regularly to ensure it accurately reflects the responsibilities and duties of the post and continues to meet the needs of the College.

Knowledge, Skills & Behaviours

- Strong communication and interpersonal skills
- Ability to provide a welcoming first impression
- Confidence using phones, email, and reception systems
- Organisation and multitasking
- Professionalism and reliability
- Experience in customer service or administrative work (paid or voluntary)
- Ability to follow safeguarding and visitor-management procedures (e.g., issuing badges, checking DBS details)

Professional Responsibilities, Values & Commitments

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting learners and staff from diverse backgrounds through fair, respectful, and unbiased practice.

- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.
- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti-racist behaviours that reflect the College's values and expectations.