

JOB DESCRIPTION

Job Title:	Receptionist
Salary:	Grade 4 SCP 3 - 5 £24,796 - £25,583 per annum (Pro-rata £21,280 - £21,955)
Contract:	37 Hours per week. Term Time Only + Training Days
Responsible to:	Jen Vincent
Line Management of:	None

Job Purpose

- The Receptionist is the first point of call for visitors to the UTC (visitors, parents, staff and students)
- As the 'face' of the UTC you should be welcoming, personable and helpful
- Represent the UTC in a professional and friendly manner
- Organised, able to multitask, work flexibly and have a 'can do approach'

Duties and Responsibilities

- Act as the first point of contact for the UTC, providing a professional, welcoming, and friendly reception service to all visitors, students, parents, staff, and external stakeholders. Respond promptly and effectively to telephone, email, and face-to-face enquiries, ensuring appropriate action is taken or enquiries are directed to the relevant person.
- Maintain the safety and security of the UTC by controlling access to the premises, ensuring visitors sign in, wear visitor identification where required, and follow safeguarding and security procedures at all times.
- Build positive relationships with parents and carers by communicating effectively on all aspects of school life, receiving and relaying information accurately between parents and staff.
- Receive, sort, and distribute incoming post, parcels, deliveries, and courier items in a timely and efficient manner.
- Manage outgoing post, including operating the franking machine, maintaining sufficient postage credit, and ensuring mail is dispatched promptly.
- Maintain a clean, organised, and welcoming reception area, ensuring displays and noticeboards are accurate, current, and professionally presented.
- Monitor and maintain general stationery supplies, ordering and replenishing stock as required to ensure the smooth operation of the UTC.
- Process cash and other payments received from students and parents, ensuring all transactions are handled securely and in accordance with the College's Finance Policies and Procedures.
- Provide administrative support for UTC activities, events, meetings, and other operational functions as required.

- **Other specific duties/requirements**

- To comply with any reasonable request from a manager to undertake other duties commensurate with the post.
- To participate in professional and personal development programmes as required
- To contribute to the overall ethos/work/aims of the UTC
- To be aware of, and comply with, policies: Safeguarding and Child Protection; Health & Safety; Security; Confidentiality and Data Protection policies and procedures reporting all concerns to an appropriate member of senior leadership team.
- To support the UTC's Equality and Diversity Policy
- To appreciate and support the work of other professionals

Any special conditions of service

There is a requirement to submit to an Enhanced Disclosure and Barring Service (DBS) check.

Person Specification

Qualifications & Experience	Essential	Desirable
Good skills in basic literacy and numeracy – Grades A*-C GCSE in English and Maths or equivalent	X	
Has a good working knowledge of ICT based packages, including Microsoft Office (Word, Excel and Outlook), the internet and has good keyboard skills		X
Experience of working in a busy office environment		X
Excellent Customer Service Skills, with the ability to use discretion, patience, tact and respect for confidentiality	X	
Technical Job Related Skills/Attributes		
Working on a busy reception	X	
Working in a school/college environment		X
Good understanding of excellent customer service / delivery		X
Good time management, good organisation skills and the ability to prioritise	X	
Ability to communicate effectively, orally and in writing	X	
Working knowledge of Bromcom		X
Personal Job Related Skills/Attributes		
Customer orientated and able to relate well to adults and children	X	
An ability to maintain confidentiality	X	
Accuracy and attention to detail	X	
Ability to work under pressure	X	
Ability to exercise tact and diplomacy	X	
Ability to work as part of a team and independently	X	
Confidence, enthusiasm, flexibility and responsiveness to change	X	
Committed to self-development and CPD	X	
Other Requirements		
Willingness to be flexible with working hours to respond to the needs of the UTC	X	