

Job Description

Post Title:	Receptionist
Responsible to:	Vice Principal Student Services
Responsible for:	Reception and General Administration
Location:	Huntingdon Centre
Hours of Attendance:	The appointee will be expected to work flexibly to meet the requirements of the post.

Purpose of the Post

The Receptionist is responsible for providing a professional and efficient service at all times. Ensuring all visitors both internal and external are dealt with promptly and directed accordingly.

Main Areas of Responsibility

- Keeping the reception area tidy at all times
- Reception and telephone duties ensuring enquiries are dealt with professionally and efficiently.
- Incoming and outgoing post which includes organising couriers
- Security access for non-staff
- Assist with setting up conference rooms/closing down and catering
- General administration duties
- Ensure reception area is covered at all times whilst centre is open

DETAILED TASKS

Reception and Telephone

- Complete the reception opening duties at the beginning of each day to ensure that the Headland House site is open and welcoming to students, staff and visitors from 8am each morning.
- Ensuring visitors, clients, students and conference delegates are greeted professionally and assisted or directed appropriately within centre.
- Assisting with providing refreshments for all College visitors and meetings at the Huntingdon centre.
- Assist with incoming calls efficiently and re-direct where appropriate.
- Ensuring messages are taken accurately and passed on promptly.
- Ensuring the answer phone messages are collected and relayed accurately.

- Dealing with all enquiries within the reception area.
- Receiving and checking all deliveries onto site and ensuring they are dealt with as appropriate.
- Organising collections/couriers when necessary.
- Complete the reception close down duties at the end of the day to ensure that the College reception area is neat, tidy and secure before reception is left unmanned after all students have left the building.
- Ensure that, if no-one else is in the building, all lights are switched off, fire doors and windows are closed, the alarm is set and the front doors are both locked before leaving the building at the end of the day.
- Inform a member of the academic team or a senior manager if any students remain on the premises after reception has closed for the day.
- Issue and monitor the provision of Student Visitor badges issued to students each day. Inform the Vice Principal (Non Veterinary Students) of any student who fails to produce their own student badge on three consecutive occasions.

Incoming and Outgoing Post

- Ensure all post is date stamped and distributed correctly.
- Ensure all external mail is franked correctly and organised and ready for collection.
- Run FedEx report at the end of each day ready for the Courier to collect.
- Arrange all internal post and send to other CAW centres as required.
- Complete appropriate documentation for non-standard post and organise relevant collection, e.g. recorded, special, contract.
- Ensure post is left in a prominent position and collected at the end of each day.
- Organise collections/couriers when necessary

Security Access for Non- Staff

- Ensure that visitors are signed in, given a visitors badge and given basic health and safety instructions
- Ensure visitors do not have access to non-restricted areas
- Ensure that if necessary visitors are accompanied around the building
- Ensure that visitors sign out when leaving or exiting the building
- Ensure that parking on site is both safe and legal and direct visitors as required
- Ensure that all visitors are collected from reception by a member of staff
- Challenge any student, staff member or visitor who is on the premises and not displaying a correct College badge.
- Challenge any student, staff member or visitor who is not smoking in the designated smoking area

Assisting with Room Set Up and Catering

- Assist with the appropriate set up and clear down of tables, equipment and refreshments for meetings, courses and visitors as necessary including coffee, tea, biscuits and lunch
- Ensure the course notice boards at the centre are updated

- Check all notice boards for staff and students are current

General Administration Duties

- To undertake specific administration duties for the Centre as directed by the Vice Principal Student Services, Student Services Team Leader or the Vice Principal (Non Veterinary Studies) to support centre services
- Archiving of centre academic scanning to Therefore as requested including Learner Reviews, Absence forms and course report.
- Monitor student absences and liaise with the Academic team to ensure that both they and employers are contacted in relation to a students absence where required
- Retrieve system documents as required
- Archive documents from email system as required

Assist in the day-to-day running of the office

- Liaison with other contractors and services as directed by the Facilities Co-ordinator or a Vice Principal
- Contact with the Facilities Co-ordinator for the centre as required
- To comply with all of The College of Animal Welfare Ltd, CAW Publishing Ltd, CAW Recruitment Ltd and Vet Skill Ltd policies and procedures.
- To comply with The College of Animal Welfare Ltd, CAW Publishing Ltd, CAW Recruitment Ltd and Vet Skill Ltd Health & Safety Regulations.
- To carry out other duties as appropriate to The College of Animal Welfare Ltd, CAW Publishing Ltd, CAW Recruitment Ltd and Vet Skill Ltd requirements and as requested by the Principal.

Information, Advice and Guidance

- Provide all learners and potential learners with accurate and up to date information and advice that enables them to make informed choices about lifelong learning and work
- Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance
- Actively promote high quality information, advice and guidance
- Listen to what clients of our service say about our provision and continually improve our delivery

Health & Safety

- To comply with the Health & Safety at Work Act.
- To oversee Health and safety arrangements at the College via team meetings, minutes and staff notice boards.
- To comply with The College of Animal Welfare and partner institutes' Health & Safety regulations.
- To ensure that students' safety is considered at all times.
- To take responsibility for maintaining awareness of Health & Safety at the College, via the Committee, minutes and staff notice-board.

Safeguarding

- Ensure you know the name of the designated person and their role

- Know how to pass on and record concerns about a child or young person
- Understand individual responsibility for referring child protection concerns using the proper channels and within the agreed timescales
- Attend Induction training for Child Protection and attend a refresher on a three yearly basis so that you know – your responsibilities, the local procedures, the need to be vigilant in identifying cases of abuse and how to provide support and respond to a student who tells of abuse
- Ensure concerns about poor or unsafe practice in regard to students are raised in a timely manner.
- Be clear with students that you cannot promise to keep secrets
- Ensure that the five Every Child Matters outcomes – being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing are met
- Promote health in areas such as:
 - Smoking
 - Drug and alcohol use
 - Disease prevention and control
 - Review policy and procedures on an annual basis

General

- Participate in appropriate meetings, open evenings and other events as required.
- Actively promote the implementation of College policies for Equality and Diversity and Environmental Sustainability.
- Participate actively in the College's performance review and appraisal processes and undertake appropriate continuing professional development including management training.
- Work in a flexible, proactive manner to meet the changing requirements of further education and undertake such other duties, commensurate with the post, as may be required by senior managers.
- Committed to actively promoting high quality information, advice and guidance to both internal and external enquiries.

Equal Opportunities

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

Attributes	Essential	Desirable	How Identified
Education Level/ Qualification	<ul style="list-style-type: none"> • 5 GCSE's at grade C or above • Level 2/3 Customer Service • Willing to undertake essential CPD 	<ul style="list-style-type: none"> • Level 2/3 Information, Advice and Guidance (or willing to undertake) • ICT Qualification 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
Experience	<ul style="list-style-type: none"> • Reception work • Customer Service • Administration • Professional and effective telephone communication • Providing information and advice • Responding with the public • The ability to prioritise conflicting demands 	<ul style="list-style-type: none"> • Health and Safety at Work (or willing to undertake) 	<ul style="list-style-type: none"> • Application form • References
Knowledge and Ability	<ul style="list-style-type: none"> • The ability to work efficiently and without direct supervision • Ability to work to and meet deadlines • Accuracy • Intermediate knowledge of Windows applications • Knowledge of Data Protection 	<ul style="list-style-type: none"> • Knowledge of SAGE 	<ul style="list-style-type: none"> • Application form • References • Interview
Attitude/Disposition	<ul style="list-style-type: none"> • Professional • Self confident and persuasive communicator • Well presented • Organised • Receptive to training • Good people skills • An excellent telephone manner • Ability to maintain strictest confidentiality concerning all aspects of the College of 		<ul style="list-style-type: none"> • References • Interview

	<p>Animal Welfare and its related business</p> <ul style="list-style-type: none"> • A flexible approach and able to work as part of a team • A confident and friendly personality • To be available to assist at Open Evenings/Days, Careers events and other college promotional activities as required 		
Training Requirements	<ul style="list-style-type: none"> • The College of Animal Welfare (CAW), CAW Publishing and Vet Skill Policies • Health & Safety at Work • College in house IT systems: - Therefore (document management system) • Understanding current processes and procedures • CAW database 		