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## Great Oaks College

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### Job Description

### College Receptionist

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**Grade: 4**

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Hours of work: Full-time. 36 hours per week. Term time only 39 weeks in a year.  
Hours of work are to be agreed upon but will be in line with college opening hours: 8 am -4 pm

Contract Type: Fixed term until July 2025 – Term time only

Responsible to: Business Manager

#### Main purpose of the job

- To provide an effective reception and administrative service to staff, students, parents, stakeholders and all external visitors ensuring excellent customer service and a professional and positive welcome to all.
- To provide comprehensive administrative support to the college whilst protecting student learning time.
- To be responsible for the inputting and processing of information using the college student administration systems.
- To be responsible for the student data, student attendance and student exams.

#### Main responsibilities and tasks

##### General Reception Duties

- This role is an essential first welcome to all visitors and will uphold the excellent reputation of Great Oaks College.
- Answer all telephone calls, keeping detailed notes of all messages to pass on to the relevant member of staff.
- Deal with queries on the telephone, via e-mail and in person from a range of sources including students, parents, staff, local authorities and the Department for Education/ESFA.

- Ensure that visitors have been appropriately vetted utilising the Single Central Register for external professionals in the building.
- Liaison with the car park attendant to announce the arrival and departure of student transport, upholding student safety and reporting any concerns.
- Deal with daily requests including administration of student lunches, staff travel cards, outings forms and request cleaning support.
- Update the telephone list, transport list and College calendar.
- Deal with incoming and outgoing mail and email.
- Ensure a clean desk policy is maintained in the reception and adjacent areas.
- Make announcements over the telephone system to communicate with staff and to announce where help is required.
- Update records required for fire evacuation and understand the allocated duties required of reception staff during a fire evacuation.
- Maintain and update reception procedures ensuring that all relevant staff are aware of any updates.

### **General Administrative Duties**

- Undertake a range of student-related administration.
- Utilise the electronic communication system to ensure that parents/carers are regularly updated with relevant information.
- Provide administrative support for events.
- Ensure that all records relating to students and families are accurate, up-to-date and accessible.
- Keep the filing up to date and organised.
- Order and distribution of stationery to staff.
- Collation and dissemination of information to colleagues and external stakeholders, i.e. college newsletter.

### **Student Attendance and Welfare**

- Ensure the daily administration of absences and report concerns regarding student absence to the Senior Leadership Team.



- Provide attendance data reports to the student causing concern meetings and sending out attendance letters.

### General Duties

- Stationery Supplies stock management. This includes placing orders, receiving stock, and moving heavy or bulky boxes.
- Undertake any other duties as requested by the Senior Leadership Team.
- Ensure that all contact with parents/carers and staff is prompt and effective.
- Ensure excellent attention to detail, a professional attitude to work and confidentiality of personal data.
- Assist with other tasks that support the smooth running of the College day.

**Equal Opportunities:** The College has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote this in their own work.

**Health and Safety:** The College is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

**Confidentiality:** The College is committed to maintaining the privacy of all its staff and pupils. It expects all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

**Safeguarding:** 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.

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### SIGNATURES

Name of Line Manager: .....

Signed..... Dated.....

Name of Post holder: .....

Signed..... Dated.....

The duties of this post will change and develop over time. It is the manager's responsibility, in conjunction with the post holder, regularly to review this document and amend it when necessary.