

LEEDS COLLEGE OF BUILDING

JOB DESCRIPTION

POST: RECEPTIONIST

RESPONSIBLE TO: Marketing and Communications Manager

RESPONSIBLE FOR:-

Main purpose of post:

To provide an efficient and effective Reception/Telephonist service for all staff, students and visitors to the College.

Responsibilities:

- 1 To operate the main switchboard and monitor the use of the telephone system and provide information as appropriate.
- 2 To deal courteously and efficiently with general enquiries at the Reception Area.
- 3 To receive customer comments and complaints and deal appropriately with them.
- 4 To send out general information as requested e.g. prospectus, leaflets, course literature and to maintain stocks in the reception area.
- 5 To provide general typing and administrative assistance as required.
- 6 To issue car parking permits to staff and keep an up to date record on the car parking list.
- 7 To monitor the use of the College car park via the security monitors and deal appropriately with any matters arising.
- 8 To ensure that appropriate action is taken in the event of an emergency etc.
- 9 To assist in the opening/ distribution of mail.
- 10 To ensure that College outgoing mail is franked and monitored accordingly.
- 11 To send and receive faxes.
- 12 To update plasma screen as appropriate.
- 13 To be responsible for taking bookings for the College mini-bus.
- 14 To portray a professional image to all visitors.
- 15 To be aware of and abide by the College health and safety procedures and associated policies.
- 16 To proactively implement the College's policies and procedures.
- 17 To undertake any other relevant duties as may reasonably be requested by the Principal.

This job description will be reviewed annually as part of a process of performance review.

Date: January 2015	Signature:
Issue No: 4	Ref: Jobdesc/Receptionist

Please Note:

As Leeds College of Building meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subjected to a disclosure from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. Further information on disclosure can be obtained from www.disclosure.gov.uk

The College is committed to safeguarding children, young people and vulnerable adults and expects all staff to share that commitment.

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PERSONNEL SPECIFICATION

POST: RECEPTIONIST

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
RELEVANT EXPERIENCE	Relevant Reception and Administrative experience. Experience of using a switchboard Experience of working with the public		Application form
EDUCATION & TRAINING	5 GCSE's A*-C including English Language and Maths		Application Form Qualification Certificates
SPECIALIST KNOWLEDGE AND SKILLS	Excellent Typing / Word Processing Skills Excellent Interpersonal & Communication Skills Confident in dealing with the public Excellent organisational skills	Knowledge of Microsoft software	Interview
ADDITIONAL FACTORS	Flexibility to work across all College sites Commitment to customer care The College is committed to safeguarding children, young people and vulnerable adults. It is also committed to the 'Prevent Duty' and the requirement to prevent people being drawn into terrorism and expects all staff to share these commitments.		Interview

Please note that the College expects regular and reliable service from staff and does not wish to appoint individuals with a high sickness record where there is no underlying medical reason. Please note this does not affect any individual's rights under the Equality Act; the College would wish to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled staff who meet the essential criteria will be guaranteed an interview.