



205 Dyke Road Hove East Sussex BN3 6EG Telephone: (01273) 552200 Fax: (01273) 563139  
Principal Christopher Thomson, MA.

**Required to start on Tuesday 30 March 2010 or as soon as possible after this date**

### **RECEPTIONIST Part time, full year**

We have a vacancy for a Receptionist to join our busy reception team. The post is a permanent part time position, working 22 ½ hours per week. The daily start and finish times are 8.00am to 4.00pm, Tuesday to Thursday. These times include an unpaid half hour lunch break.

The pro-rata starting salary for this post is £9,680 per annum. The current full time equivalent salary for this post is £15,919 per annum and is based on spine point 18 within grade 3 of the support staff pay spine. The full time equivalent salary will rise to £17,000 per annum (top of grade 3) over four years, subject to satisfactory performance. The annual holiday entitlement is 24 days (pro rata), two of which are to be taken during the Christmas holiday period.

The key functions of this post will be to:

- Provide an efficient and welcoming central reception service to students, staff and visitors
- Answer incoming telephone calls to the College
- Undertake many and varied administrative tasks for the department, ensuring appropriate systems and procedures are followed
- Ensure all communication is effective, relevant and timely
- Be responsible for maintaining the telephone systems
- Carry out administration relating to college minibuses

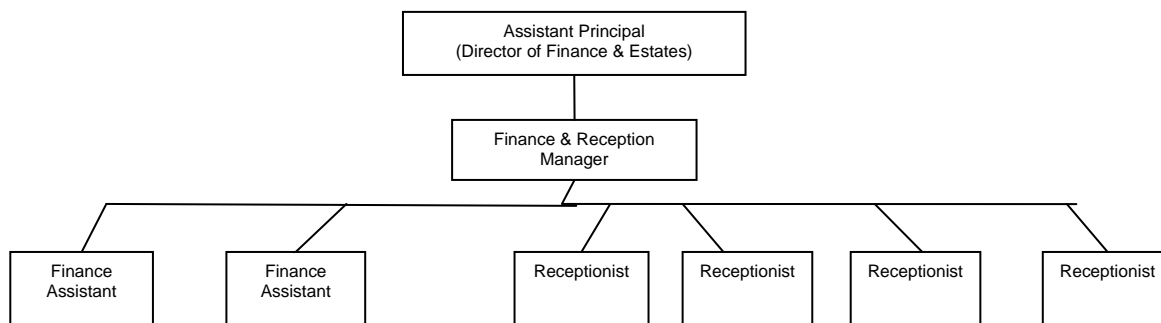
The College offers all support staff the option of joining the Local Government Pension Scheme. This is a tax approved, defined benefit occupational pension scheme. The benefits under the scheme are based on the length of your membership and your final salary. If you opted to join, your contribution would be 5.9% of your gross salary and the employer contribution would be 15.2% of your gross salary.

As a successful and thriving Sixth Form College with around 1720 students and 250 staff, we need to appoint someone who can bring flexibility, commitment and energy to this important job. In return, we can offer a good working environment and a busy yet informal atmosphere. The College has Investors in People (IIP) accreditation and all staff are provided with support and regular opportunities for continuing professional development.

BHASVIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Our vetting procedures for prospective employees are in line with the guidelines provided by the Department for Children Schools and Families. Further information can be found on [www.teachernet.gov.uk/childprotection](http://www.teachernet.gov.uk/childprotection).

### **Finance & Reception**

Seven people work in Finance & Reception including the successful applicant. Three staff provide the core of the Finance team together with four providing cover on Reception. All staff in the department report to the Finance & Reception Manager.



During term time the main focus of the position will be Receptionist duties. Outside term time, when calls to the college and visitors are fewer, the post holder will be more involved in general administration duties for Finance & Reception.

There will be opportunities for individual training and development, which is encouraged through the College induction and staff development programmes.

## PERSON SPECIFICATION

We are looking for someone who can show evidence of the following skills, experience and abilities:

### Knowledge and Understanding

1. An understanding of good customer relations, together with excellent interpersonal skills e.g. tactful, sensitive, friendly, helpful

### Skills

2. Good communication skills demonstrated via telephone, email and in person
3. The ability to work calmly, effectively and positively under pressure
4. Good organisational skills; able to plan ahead and use own initiative
5. A basic level of computer skills e.g. Microsoft Outlook, Microsoft Word, Excel, plus willingness to learn to use new software as required

### Experience

6. Previous experience as a Receptionist or Telephonist
7. The ability to contribute to and work effectively within a team environment

### Other

8. Willingness to follow clearly defined systems and procedures
9. Enthusiasm for becoming familiar with College events, departments and organisation in order to assist all callers to Reception
10. An understanding of and commitment to the values given in the BHASVIC Code of Conduct, the Equality and Diversity Policy, and Race Equality Policy and the Safeguarding Policy.
11. Willingness and ability to undertake training needed to fulfil the changing requirements of the post

### Desirable Criteria

12. An interest in education and empathy with young people at sixth form level
13. Previous relevant experience within an educational establishment

## HOW TO APPLY

Please send the following to Jo Hutchings, HR Advisor (Staff Recruitment Coordinator)

- A statement outlining how you meet each of the criteria in the person specification above.

Use the person specification criteria as headings when writing your statement. Where applicable, give examples of situations when you have used the skills and attributes detailed. It is very important that your application is in the format requested. Candidates will be short-listed on the person specification criteria alone.

- A completed application form
- A completed equal opportunities monitoring form

<p>Please note that it is College policy to shortlist applicants on the basis of a completed application form and accompanying statement. CVs submitted alone without a completed application form and statement will not be considered.</p>
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**The closing date for receipt of applications is 1 pm on Tuesday 16 February 2010.**

Candidates who are short-listed will be contacted as soon as possible after the closing date to be invited for interview. **The interviews will take place on Monday 1 March 2010.**

February 2010



## **BHASVIC JOB DESCRIPTION**

**POST TITLE:** Receptionist (part time, full year)

**RESPONSIBLE TO:** Finance & Reception Manager

**RESPONSIBLE FOR:** N/A

### **MAIN RESPONSIBILITIES:**

- Provide an efficient and welcoming central reception service to students, staff and visitors
- Undertake many and varied administrative tasks for the department, ensuring appropriate systems and procedures are followed
- Ensure all communication is effective, relevant and timely
- Be responsible for maintaining the telephone systems
- Carry out administration relating to college minibuses

### **SPECIFIC DUTIES:**

#### 1. Reception and Visitors Area

- Ensure that the Reception area is tidy; maintain the appearance of the Visitors Area
- Welcome and sign in visitors to College, issuing passes and Health & Safety information as necessary
- Assist students, staff and visitors with their enquiries

#### 2. General administration

- Follow correct procedures for ordering and issuing security passes, car park permits, keys, diaries etc.
- Ensure accurate recording of coursework, lost and found property, student absences, accidents and thefts, locker keys, applications, equipment and furniture requests etc.
- Prompt and accurate filing of Finance and Reception documents

#### 3. Bookings procedures

- Ensure the correct procedures are followed when staff book minibuses, mobile phones and taxis
- Answer queries about venue availability and costs for lettings; send information if requested
- Follow correct procedure on receipt of all booking forms and input details accurately into the calendar and diary

#### 4. Communication

- Provide accurate and timely information on unplanned staff absences
- Answer internal and external telephone calls promptly, passing on messages or answering queries as appropriate
- Distribute messages, coursework and other items of internal post to staff
- Ensure the external post is taken to the General Office without delay

- Maintain effective two-way communication with all areas of the College, via email, telephone, memo and so on
- Liaise with the Finance & Reception Manager regularly

5. Telephone system

- Liaise with the Estates team and the telephone provider/engineers on service and hardware issues to ensure these are resolved in a timely fashion
- Update the internal telephone list regularly
- Order new mobile phones when necessary
- Liaise with mobile phone networks if new/different coverage required from that detailed in the contracts

6. Minibus administration

- Maintain the list of authorised drivers, ensuring all permits are up to date
- Book minibus drivers' tests
- Liaise with Estates team and the garage over repairs and general maintenance as required
- Arrange RAC cover when necessary

7. Team work

- Work with other members of the Finance & Reception team to achieve the College goal
- Develop relationships with other areas of the College and understand their roles
- Project a positive attitude about the College at all times

8. Undertake any other duties which may, from time to time, be reasonably requested.

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This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.