



Required to start 4 November 2019 or as soon as possible thereafter

RECEPTIONIST (Permanent, part-time, 2 days per week, term time only)

An opportunity has arisen for a Receptionist who will provide an efficient and welcoming reception service to all visitors, staff and students. This is a central role to the smooth-running of the College, ensuring that all communication is effective, relevant and timely. The successful applicant will work closely with other members of the Reception Team.

We are looking for a committed, reliable, enthusiastic person who can demonstrate excellent customer services and has the ability to be positive about the College at all times.

This is a permanent, part time position working **15 hours a week, term time only**. The normal working hours will be **Monday 09:00-17:00 and Tuesday 09:30-17:30** (which includes a half hour unpaid lunch break).

Pay, pensions and safeguarding

The pro rata salary for this post is **£6,398 per annum** which includes **4.7 weeks of holiday pay**. This salary is based on spine point 22 within grade 4 of the support staff pay spine for which the current full time salary is £18,780 per annum.

All support staff automatically become members of the Local Government Pension Scheme. All support staff automatically become members of the Local Government Pension Scheme. This is a tax approved, defined benefit occupational pension scheme. The benefits under the scheme are on a Career Average Revalued Earnings (or CARE) basis. Your contribution would be 5.5% of your gross salary and the College contribution would be 17.2% of your gross salary. Further information can be found on <http://www.eastsussexpensionfund.org>

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 <http://www.education.gov.uk/childrenandyoungpeople/safeguardingchildren>

HOW TO APPLY

Please apply by sending a CV and Cover Letter by email to the HR Department – recruitment@bhasvic.ac.uk

*If you do not have a current CV, please fill in our application form that can be downloaded from BHASVIC website under current vacancies.

The deadline for receipt of applications is 9am on Monday 21 October 2019

Interviews will take place on Tuesday 29 October 2019

BHASVIC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

JOB DESCRIPTION

Post Title: Receptionist
Responsible to: Reception Manager
Grade: 4 (Pro-Rata) (full-time £18,780)

Main Responsibilities:

1. To provide a front-line service and be first point of contact for all stakeholders, ensuring the smooth-running of college processes and procedures
2. To provide an efficient, friendly and welcoming central Reception service to all stakeholders
3. To offer a prompt and efficient telephone service to all stakeholders
4. To undertake the many and varied administrative tasks for the department, ensuring appropriate systems and procedures are followed at all times
5. To ensure all communication is effective, efficient, relevant and timely

Specific Duties:

1. Welcome and sign in visitors to the college
2. Assist students, staff and visitors with their enquiries, using the switchboard to answer internal and external telephone calls promptly, acting as a filter for all enquiries, issues, problems and complaints which pass through Reception, passing on messages as appropriate and relevant
3. Provide information to students and parents such as college policies and procedures, cross-college events and services, signposting where necessary
4. Ensure the Reception and Visitor areas are tidy and presentable
5. Provide accurate and timely information on unplanned staff absences in liaison with HR
6. Process and log coursework, UCAS applications, student absences, incidents and thefts, locker keys, student applications and lost and found property
7. Administration of Minibus, mobile phones, car park spaces and taxi bookings
8. Order and issue security passes, car park permits, keys and diaries
9. Respond to Parent Donations on behalf of the Principal
10. Update PowerPoint for Reception screen display
11. First point of contact for First Aid enquiries

Other Duties:

1. Provide other assistance to the Reception Manager as required
2. Attend and contribute to termly Reception Team Meetings
3. Keep up to date with current college events and procedures
4. Undertake other duties which may, from time to time, be reasonably requested
5. Participate in a programme of personal staff development and college appraisal system, appropriate to both individual and College needs

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.

October 2019

Person Specification

Post Title: Receptionist
Department: Reception
Responsible to: Reception Manager

	Essential	Desirable	Method of Assessment
Qualifications			
1. Educated to GCSE standard and/or Level 2+ equivalent relevant qualification and/or relevant experience	✓		Application Certificates Reference
2. Qualified First Aider or willingness to undertake First Aid training and Mental Health First Aid training	✓		Certificate
Experience/ Knowledge			
3. Recent experience of working in a customer-facing, customer-focussed role with an understanding of good customer relations, together with excellent interpersonal skills, e.g., good listener, empathic, sensitive, patient, friendly, helpful, with appropriate use of tact and discretion, maintaining confidentiality at all times	✓		Application Interview
4. Knowledge of how to contribute to, and work effectively in, a busy, demanding and stressful environment, with ability to work effectively in a team with a shared workload and also independently and autonomously	✓		Application Interview
5. Previous relevant experience within an educational establishment, preferably with students aged 16-19		✓	Interview
Skills and Abilities			
6. Good, effective communication skills, both orally, face-to-face and on the phone, and in writing	✓		Application Interview
7. Good organisational skills, with the ability to prioritise and plan ahead, at the same time able to respond quickly and effectively to requests made at short notice, with excellent multi-tasking skills.	✓		Application Interview
8. The ability to work calmly and positively, retaining strength of character and resilience, in an increasingly demanding and pressurised environment. The ability to be assertive and able to deal with difficult conversations and interactions with stakeholders	✓		Application Interview
9. Able to deal with First Aid enquiries and with students suffering from anxiety or panic attacks	✓		Interview
10. IT skills – good working knowledge of computer skills (Microsoft Word, Excel, PowerPoint and Outlook) with the ability and willingness to learn new skills and software as required. Ability to use a switchboard, to use the college website, the internet, the staff Intranet and the VLE (Virtual Learning Environment)	✓		Application Interview Assessment
Personal and Professional Conduct			
11. Willingness to follow clearly defined systems and procedures	✓		Interview
12. Willingness and ability to undertake training needed to fulfil the changing requirements of the post	✓		Application Interview
13. An understanding of and commitment to the values given in the: <ul style="list-style-type: none"> • BHASVIC Staff Code of Conduct • Child Protection Policy to Safeguard and Promote the Welfare of Students, Children and Young People • Equality, Diversity and Inclusivity Policy 	✓		Application Interview
14. An understanding of Safeguarding and a commitment to create a safe learning environment.	✓		Application Interview