

## **Job Description**

<b>Job Title</b>	<b>Reception Administrator</b>
<b>Reports to:</b>	<b>Reception Manager</b>
<b>Liases with:</b>	<b>Vice Principal, Director of Admissions, Sports Coordinator, Directors of Study</b>
<b>Line Manages:</b>	<b>No direct reports</b>

## **Job Purpose**

The role involves covering reception; dealing with and effectively disseminating, in-person, telephone and email enquiries, and includes administrative support for the Vice Principal and admissions team. A key aspect of the role is to provide guided tours of the College to visitors. The role also involves the provision of administrative support with regard to activities and trips in line with educational visits guidance.

You will be expected to contribute to an outstanding learning environment with an aspirational culture throughout the college.

## **Main Duties**

1. Follow Safeguarding and Visitors policy at all time, ensuring all visitors are correctly signed in and advised; issue visitor lanyards and liaise with staff to ensure safeguarding requirements are met
2. Be the first point of contact for anyone entering/calling the College
3. Politely and warmly deal with staff, students and visitors who call into reception throughout the day with general enquiries
4. Take, record and distribute telephone enquiries and messages
5. Check incoming emails and distribute to the appropriate department or person
6. Assist with incoming and outgoing post
7. Assist with completion of administrative tasks as directed by the Reception Manager
8. Provide support for trip/visit leaders to help complete risk assessments in line with our policy.
9. Maintain the college trips log, with copies of all Risk Assessments and accompanying documentation.
10. Assist with various reports and forms distributed from reception
11. Assume the role of Fire Coordinator during an emergency evacuation
12. Log and distribute keys and other equipment as required
13. Provide academic administration support as directed by the Reception Manager
14. Support the Vice principal as required
15. Maintain the reception area and notice boards in liaison with the Reception Manager to ensure they remain tidy, welcoming and informative
16. Take an active role in student induction programmes

### **Quality Assurance and Improvement**

1. To assist in the review and improvement of the role of reception and administrative tasks within the college
2. To contribute to successful external inspections (e.g. ISI, UKVI)

### **Student Experience**

1. To communicate effectively with the students by being friendly and approachable and directing them to the most suitable member of staff to provide assistance when needed.

### **Additional Duties**

1. Actively promote and market the College and present a positive image of the College and its activities both within and outside the College environment
2. To carry out any duties, at all times, in accordance with the College's policies including Health and Safety, Child Protection and Safeguarding
3. Incorporate into the role the philosophy of the values and vision stated by the Nord Anglia Education Group
4. To undertake any other responsibilities commensurate with the grade of the post, which the Principal or their senior management representative may from time to time require

• *We reserve the right to introduce changes in line with technological developments which may impact upon the job duties or methods of working.*