

## LINCOLN COLLEGE JOB DESCRIPTION

<b>Post Title:</b>	Reception Assistant	<b>Post Number:</b>	CS0166P
<b>Daily Supervision:</b>	Reception Team Leader	<b>Grade:</b>	CSS Scale 2
<b>Department:</b>	Library and Careers Guidance	<b>Last Updated:</b>	September 2024

### Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

### Our Mindset:



### Job Purpose:

To provide effective front line customer service for Lincoln College which includes meeting and greeting, providing initial information and signposting to current and prospective students, making appointments, switchboard duties and mailroom processing. To provide admin support for the wider Library and Careers Guidance team and reception support to Student Services under the direction of the Reception Team Leader.

## PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To deal directly with the needs of customers by undertaking general reception and switchboard duties, including emergency procedures as scheduled and/or directed by the Reception Team Leader.
2. To provide a reception service for Lincoln College and Student Services, booking appointments electronically and dealing with front-line enquiries both face to face, electronically and over the telephone. This involves flexible working to ensure suitable cover for extended opening hours.
3. To work to the Student Services Code of Confidentiality, maintaining strict confidentiality, respecting the diversity of customers, meeting their individual needs and making appropriate referrals.
4. To be responsible for the Lincoln College Reception area, dealing with customers and visitors, and keeping the general area tidy and welcoming.
5. To assist the Reception Team Leader in maintaining up to date electronic data and filing systems.
6. To assist with the administration of the financial transactions using the College systems under the supervision of the Reception Team Leader.
7. To maintain and update electronic and social presence for the Library and Careers Guidance Team and Student Services as required.
8. To assist the Reception Team Leader in ensuring the effective handling of internal and external mail and packages through the efficient control of the mailroom, distribution and collection service.
9. To liaise with Royal Mail and other carriers and maintain records and undertake clerical duties as appropriate to the needs of the services.
10. To keep informed on external developments and changes relative to customer service systems and services and advise or take action as necessary in maintaining the best quality and value for money service to the College
11. To greet and record visitors using the visitor welcome system, advising them of appropriate fire assembly and H&S procedures / information.
12. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
13. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
14. To maintain quality standards appropriate to the post.
15. To conform with the Health and Safety requirements relevant to the post.
16. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

**N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**



## PERSON SPECIFICATION

Knowledge		PSM
1	Level 2 qualification in Business/Administration	A/I
2	Maths and English at Grade 4/C or above	A/I

Skills/Abilities – Interpersonal		PSM
3	The ability to work in a non discriminatory manner	A/I
4	The ability to work as a member of a team	A/I
5	Good verbal communication skills (telephone and face to face)	A/I/T
6	A thorough knowledge of the principles of customer care	A/I
7	An understanding of the importance of confidentiality	A/I
8	The ability to work on own initiative	A/I

Experience		PSM
9	Recent relevant customer service experience	A/I
10	Practical experience of using software packages including word processing, databases, spreadsheets, email and internet.	A/I/T

Work Related Circumstances		PSM
11	The ability and willingness to undertake relevant staff development	A/I
12	The ability and willingness to work flexibly including travel across sites and working outside of your normal working hours on occasion	A/I

Skills/Abilities - Other		PSM
13	The ability to communicate clearly in writing	A/I/T
14	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I
15	Ability to work accurately and pay attention to detail	A/I/T

<b>Prepared By:</b>	Rachael Adair
<b>Date:</b>	January 2024

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test