

LINCOLN COLLEGE JOB DESCRIPTION

Lincoln / Newark / Gainsborough

Post Title:	Newark Reception & Information Officer	Post Number:	CS0791F
Daily Supervision:	Reception Team Leader	Grade:	CSS Support Scale 3
Department:	Library & Careers Guidance Team	Last Updated:	September 2022

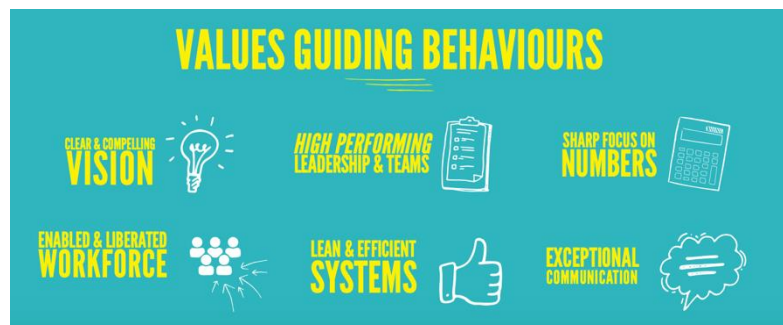
Our Vision:

To be an extraordinary organisation whose talented students, staff, governors and alumni ensure that it adds recognised social and economic value to its local communities by providing high quality education and training and making people exceptionally well prepared for work, potentially via higher education.

Our Mission:

Employer-led; producing a highly skilled and productive local workforce.

Our Cornerstones of Success & Values Guiding Behaviours:



Job Purpose:

To provide outstanding customer care to all customers, this includes dealing with student queries, dealing with careers and course enquiries, funding, enrolments and admissions, meeting and greeting, appointment making, switchboard duties and mailroom processing. To ensure that enquiries are processed in a timely and efficient manner, this may involve liaison with other academic and business support areas of the College.



PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To deal directly with the needs of customers by undertaking general reception and switchboard duties, including emergency procedures.
2. To deliver a professional customer focused service providing accurate and current information and advice to the general public on the range of courses and support available.
3. To be responsible for the Newark College Reception area, dealing with customers and visitors, and keeping the general area tidy and welcoming.
4. Ensure the effective handling of internal and external mail and packages through the efficient control of the mailroom, distribution and collection service.
5. Provide initial stage information and advice on careers, funding and support; by phone, in person and electronically, referring to specialists as appropriate.
6. Ensure all enquiries are logged using internal management information systems enabling the college to produce reports at any stage of enquiries to monitor recruitment for courses.
7. Work across the College with all members of staff ensuring effective liaison and sharing of accurate information in an effective and timely manner.
8. To keep up to date with careers and course information, liaising with colleagues to ensure information is accurate and any inaccuracies are reported appropriately.
9. Ensure all information is processed in a timely manner.
10. To provide support to the wider team including the Library, covering Library duties as and when required to meet the needs of the service
11. To support College events and open days as and when required including working flexibly to meet business needs.
12. Act in accordance with GDPR to ensure when booking appointments for staff it is done in a discreet manner to ensure client's confidentiality.
13. To record Key Performance Indicators.
14. To keep up-to-date with College policies/plans, contribute to Directorate and Team strategies, plans and developments and participate in College wide activities as appropriate.
15. 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.
16. To maintain professional standards and expertise by undertaking relevant professional development.
17. To maintain quality standards appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. 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	5 GCSEs at C (Grade 4) or above including Maths and English	A/I
2	L3 qualification in Information, Advice & Guidance	A/I
3	L2 qualification in Administration or Customer Care	A/L

	Skills/Abilities – Interpersonal	PSM
4	The ability to work in a non-discrimatory manner	A/I
5	The ability to work as a member of a team	A/I
6	Good interpersonal skills	A/I
7	High level of customer care	A/I
8	Excellent telephone manner	A/I/T
9	Excellent verbal, written and communication skills	A/I/T

	Experience	PSM
10	Recent administration experience	A/I
11	Experience in a customer service environment	A/I

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

	Skills/Abilities - Other	PSM
14	Appropriate level of IT skills to undertake relevant duties e.g. MS Office, College systems	A/I/T
15	Good organisational skills	A/I
16	Ability to work using own initiative with minimal direct supervision	A/I
17	Ability to work accurately and pay attention to detail	A/I

Prepared By:	Rachael Adair
Date:	April 2021

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