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**Job Description**

**Apprentice College Receptionist and Administrator**

**Duration of Apprenticeship – 18 months**

# Terms:

# To work 35 hours per week, 08.45 – 15.15 Monday – Friday for 37 weeks per year.

Responsible to: Reception & Resources Administrator

# Job Purpose

To provide direct administrative and clerical support to the college

To provide an efficient and professional reception service

# Key Responsibilities

**Administration Service**

To provide an efficient administrative and clerical support service To fully utilise IT facilities and modern technology

To comply with the organisation’s safeguarding, administrative and financial procedures

To maintain the highest standards of professionalism in line with the college’s staff Code of Conduct

# Professional Development

To engage in probation, supervision and appraisal processes To engage in professional development opportunities

# General

To ensure visitors, deliveries, telephone calls and incoming and outgoing mail is managed effectively

To accurately record telephone messages for college recipients

To promote Health and Safety at work

To promote people’s equality, diversity and rights

To contribute to the safety of young people and help protect them from harm

# Key Tasks

1. **Administration and Reception Service**
   1. To ensure that the college offers a professional reception service
   2. To ensure that the reception and waiting areas are maintained to the highest professional standards
   3. Receiving and distributing incoming post and assisting with outgoing post.
   4. To be the main point of contact in the college reception
   5. To assist in arrangements for meetings:
      * Organise rooms/furniture as required
      * Provide equipment as required
      * Make arrangements for refreshments
   6. To record daily learner attendance on the college’s MIS.
   7. To order resources, process deliveries and distribute goods
   8. To escort prospective learners on college tours
   9. To carry out other clerical and administrative tasks as requested including minuting of meetings
   10. To maintain confidentiality at all times
   11. To inform the HR & Welfare Manager of additional items / equipment / facilities are required to maintain the efficient operation of the college

# Professional Development

* 1. To engage in probation, supervision and appraisal as required
  2. To engage in continuous professional development opportunities
  3. To work towards a level 3 qualification in Business Administration

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| **3.** | **General** | |
|  | 3.1 | To observe Health and Safety at work regulations and to report any cause for concern to the HR & Welfare Manager |
|  | 3.3 | To contribute to the safety of young people and protect them from harm by reporting any cause for concern to the Designated Safeguarding Lead |
|  | 3.4 | To value and promote people’s equality, diversity and rights at all times and to conduct yourself in a non-discriminatory manner |
| **Note** |  |  |

This job outline forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at the discretion of Senior Management in the future.

Any other duties commensurate with the post in order to ensure the smooth running of the college

will be applied to this post.

As a general term of employment, the college may affect necessary change in job content, or may require the post-holder to undertake other duties provided that such changes are appropriate to the employee’s remuneration and status.

# This post is subject to a probationary period of six months.

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**Person Specification Post Title: Apprentice College Receptionist and Administrator**

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| **CATEGORY** | **Essential (E) Desirable (D)** | **Application (A) Interview (I) Reference (R)** |
| **Skills** |  |  |
| Ability to produce professional, accurate and factual documents | E | A + I + R |
| Has a good basic standard of education including GCSE’s in Maths and English. | E |  |
| To be discreet and observe the rules of confidentiality | E | A + I + R |
| Good oral and written communications skills | E | A + I |
| Organisational ability | E | A + I + R |
| Ability to plan own work and work on own initiative | E | A + I |
| Ability to prioritise work to achieve deadlines | E | A + I |
| Ability to form and maintain professional relationships with all stakeholders of the college. | E | A + I + R |
| Ability to work as part of a team | E | A + I |
| Ability to present in a professional and courteous manner at all times | E | A + I + R |
|  |  |  |
| IT systems and software | D | A + I |

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| **Attitudes** |  |  |
| To be reliable, honest and trustworthy | E | A + I + R |
| Recognise and promote the ethos of Trinity Specialist College | E | A + I + R |
| Flexibility towards working hours | E | A + I + R |
| **Experience** |  |  |
| IT skills | E | A + I |
| **Qualifications** |  |  |
| GCE/GCSE A-C or equivalent in English | E | A + I |
| GCE/GCSE or equivalent in Mathematics | E | A + I |
| **Special Requirements and Environmental Factors** |  |  |
| All candidates must be able to demonstrate a good attendance and performance record | E | A + R |
| Actively promote company policies | E | A + I |
| Satisfactory Disclosure and Barring Service at enhanced level | E | A + I |