



GREENE'S
COLLEGE
OXFORD

Job description

College Receptionist

Introduction:

Greene's provides individual academic programmes adapted to the needs and aspirations of each student with flexibility regarding combinations of subjects, examination boards and course lengths. Study at our college blends small group or individual tutorials taught based on the principles of the tutorial method.

The successful candidate will have a high level of professional skills, a genuine enjoyment of working with students and other adults, an open-minded and collegial attitude, and a genuine interest for the ethos and aims of the College. They will be kind, calm, dedicated, and willing to go the extra mile for their students. They will have an excellent rapport with all students of diverse backgrounds and be able to deal sensitively and creatively with their needs.

General duties:

The receptionist is the first point of call for visitors to the school, parents and staff. As the 'face' of the college the receptionist should be welcoming, personable, helpful and able to represent the school in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multi-task, work flexibly and have a 'can do' approach to work, as no two days are the same. The receptionist is also required to assist the Student Experience Coordinator & Academic Administrator with various administrative tasks.

Duties and responsibilities:

Reception:

- To be the first point of contact for visitors to the college, extending a warm welcome to callers – including parents, visitors and contractors.
- To deal effectively with telephone calls, transferring callers to relevant staff and taking and passing on messages as required.
- To follow safeguarding procedures by issuing lanyards when required, ensuring that visitors are signed into the school.

- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- Answering the front door promptly, to include answering the Horizon door bell for all buildings linked (45, 97 and soon 95).
- Offering refreshments such as coffee and tea to visiting clients.
- Activating the telephone answering machine outside hours (including during lunch).
- Updating the Moneypenny staff directory with any staff changes; vacations, or important notifications etc.
- Management of room bookings, to include potential external clients.
- Creating student email accounts, issuing fobs, and student/staff ID cards.

General administration duties:

- Recording student absences accurately and in a timely manner, communicating daily with parents, students and other college staff.
- Updating the Student Absence Tracker & contacting tutors in the case of student absences. Greene's recommends 96% as the minimum attendance level which students should focus upon
- Managing documentation (e.g.: student absence forms) for student absences.
- Ensuring that all relevant data and records of prospective students and registrations are entered into Greene's Online so that they are available to appropriate personnel and to maintain and update them throughout the year.
- Obtaining all of Greene's new students' onboarding documents.

General tutor support:

- To be the first point of contact for tutors coming to the college.
- To answer general tutor queries and to direct other queries to the tutor support team.

Premises & Facilities:

- Managing the stock of stationery and other consumables used in the day-to-day life of the College (including a sixth monthly inventory).
- Communicating with the cleaner and ordering supplies & communicating with staff and the handyman regarding building items and IT items.
- Maintaining the register of electronic equipment, phones etc ensuring that telephones, computers and other electronic equipment are in good working order.
- Assisting with fire alarm testing and fire drills.
- Conducting building checks on a daily basis.
- Ensuring fire extinguishers are located in a noticeable position and available for immediate use at all times; that all fire lighting is in working order; and that all fire exits are indicated, clear and easily accessible
- Opening the post, where applicable, and distributing it as quickly as possible (especially payments) & posting important documents
- Conducting building checks at the end of the working day
- Providing assistance to the Exams Officer during examination and testing periods
- Updating & maintaining the staff central safeguarding log
- Updating staff directories
- Preparing and disseminating the weekly team meetings minutes
- Managing College notice-boards to update College, staff & safeguarding information, and reflect also the current interest of the students.

Criteria and experience:

Experience:

- Minimum 2 years' experience in a school/college office / busy administration department
- Experience of dealing effectively with the general public.
- Experience of working successfully and co-operating as a member of a team.
- Experience of undertaking a range of administrative tasks.

Skills, knowledge and aptitudes:

- Ability to communicate effectively both orally and in writing.
- Ability to complete work to a high standard.
- High standard of accuracy and presentation.

Other requirements:

- The ability to work with initiative and to tight deadlines.
- Understanding of the importance of confidentiality and appreciation of the implications of the Data Protection Act and GDPR.
- Show resilience under pressure.
- Have good organisational skills.
- Proactive and innovative approach to work.
- Committed to safeguarding and promoting the welfare of young people.
- A commitment to working as part of the whole college team and supporting the vision and ethos of the college.
- To be willing to undertake further professional development.
- Committed to the college's values.
- Organised and efficient.
- A genuine ambition and interest in improving the life choices for our young people and the wider community.

Hours of work & salary

The normal hours of work are 37.5 hours per week, 9:00 – 5:30 Monday to Friday. You may be required to work additional hours when required and as necessitated by the needs of the business, especially during the re-take period in August.