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**JOB DESCRIPTION**

**Title:** Receptionist

**Location:** Exeter, with occasional visits to other IMC College locations as required

**Hours:** Full Time, 5 days per week. (Monday to Friday)

Approximately one Saturday every 4 – 6 weeks will be required on a Rota basis in lieu of a weekday. Some evening and weekend work will be required to support college events for which time off in lieu will be accrued

**Duration:** Permanent

**Salary:** £18,211 - £20,400

**Responsible to:** Head of Administrative Services

**Closing date:** tbc

**Interview date:** tbc

**Start date:** This role is available immediately (subject to references)

**Overview**

Iron Mill College is a specialist independent college based in Exeter with a well-established centre in Poole and a further centre in development in Kent. With over 30 years of experience in the provision of high-quality counselling and psychotherapy, mental health and wellbeing training programmes, the college is well known and highly regarded within the professional community. The college provides learning opportunities for a range of students at various levels from Certificate level through to postgraduate degrees. We also offer a comprehensive range of CPD programmes, free public lectures, conferences, study skills sessions, and a low-cost community Counselling Service.

You will be joining a friendly, supportive team, passionate about innovative and creative approaches to teaching and learning, within a successful, growing organisation that provides high quality support and inspiring learning experiences for their students.

**Key Responsibilities**

As the first point of contact for almost everyone who contacts or comes to the College, you have a vitally important part to play in creating a professional, positive and friendly environment. You will assist in the day-to-day administration and organisation of the reception area and College to help maintain a first-class service.

**The role includes:**

* The first point of contact and information for callers to the college, by phone and in person, welcoming students and visitors and ensuring that they are well looked after.
* Reliably and efficiently log and process all messages, requests and queries to ensure they are immediately and accurately passed on to the correct staff member for action, following up on these to ensure callers have received their responses as required.
* Process incoming and outgoing post.
* Assist with any necessary building entrance and exit processes (for instance, Covid-19, security at the close of the day, etc)
* Manage noticeboards, video screen and promotional material around the College to ensure availability to visitors and students.
* Managing stocks of teas and coffees in the College kitchen areas, and creative resources used in teaching.
* Support the wider work of the College by assisting the Facilities Office in room preparation before students arrive, and the Administration Team from time to time with marketing, admissions and recruitment processes and paperwork.

**General**

The role-holder will:

* Respond to and follow up communications quickly and professionally
* Meet deadlines reliably and work to a high standard
* Maintain excellent attention to detail
* Maintain full confidentiality about all College matters at all times.
* Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
* Be aware of and comply with College requirements that are relevant to the post.
* Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery.
* Participate in team training and development to update skills and knowledge.
* Undertake such additional duties or projects as the Head of Administrative Services may determine from time to time, after consultation with the postholder.

**The role-holder must be**

* Courteous, clear, good-humoured, and professional at all times
* Calm, empathic, and able to maintain boundaries
* Well organised
* A supportive team member

*NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time after consultation with the jobholder.*

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**Person Specification: Receptionist**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Essential** | **How Identified** | **Desirable** | **How Identified** |
| **Qualifications** | 4 GSCEs including English and Maths, and 1 A-level or equivalent Level 3 qualification.  Level 2-3 Digital skills (or equivalent) | A  A | Level 2 Award in Business and Administration  Level 3 Certificate in Principles of Business and Administration | A  A |
| **Experience** | Working successfully as receptionist/office work in an educational setting.  Working as part of a busy team with good communication and understanding of professional boundaries.  Good organisational / time management skills.  Resilient, creative, able to multitask and can work under pressure  Promoting and meeting the principles of equality and diversity in service delivery. | A/I  A/I  A/I  A/I  I | Experience of reception work in higher education.  Administrative assistant | A/I  A/I |
| **Skills and Abilities** | Brilliant communication skills,  Enjoy working in a team, and with students and visitors face to face and via the phone.  Negotiation and relational skills, with ability to follow-through on actions  Administrative and organisation skills  Excellent standards and competent level of IT proficiency  An understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.  Commitment and enthusiasm to promote the principles of equality and diversity in employment and service delivery. Fully committed to contributing to a stimulating learning and working environment, which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable | A/I  A/I  A/I  A  A  A/I  I |  |  |
| **Personal Qualities** | Positive attitude and  genuinely friendly and caring.  Excellent interpersonal skills  Excellent attention to detail  Enthusiasm and energy for the role | A/I  A/I  A/I  A/I |  |  |

A = Application Form I = Interview