JOB DESCRIPTION:
RECEPTIONIST

Reports to: The Assistant Bursar
Start date: September 2015
Salary: full time salary is: £14,338-16,231 per annum, dependent on candidate; actual salary is pro-rata
Working pattern: term time only, College operating hours or similar
Residential status: non-resident

THE ROLE
To provide an excellent standard of customer service, communication and administrative support to the Bursar and the Head Master, enabling them to operate in a highly efficient manner.

KEY RESPONSIBILITIES

Reception

- Be the first point of contact for all visitors and represent the College with excellent customer service;
- Ensure that an efficient telephonist/receptionist service is provided during school opening hours, taking messages or referring callers/visitors to the correct person.
- Type a variety of correspondence ensuring that documents are produced to the required standard and time scales, to house style.
- Process the schools incoming and outgoing post ensuring that post is distributed/dispatched in good time.
- Maintain the office filing systems ensuring that filing is done daily and accurately and that records are kept up to date.
- Assist with other administrative tasks, such as photocopying for the school office/senior management team ensuring that the specified requirements are met.

Administration

- Provide executive support to the Bursar, Head Master and Senior Leadership Team (SLT) in collaboration with the Head Master’s PA, in line with the College’s needs and the post-holder’s skills and knowledge. This is likely to include some of the following:
  - administering the exclusion and reintegration process;
  - documentation for offsite trips;
  - administration of pupil data;
- administrative support of the College Nurse(s);
- minuting of meetings;
- administration of examinations;
- administration of peripatetic music lessons, sports fixtures and other aspects of the College’s co-curricular offer;
- typing highly confidential reports and correspondence;

- Establish record keeping systems (manual and computerised) and ensure that they are up to date, accurate and meet the needs of the Head Master and Bursar;

- Liaise with the Business Office on matters of Human Resources, including Staff Absence, Induction, Recruitment and Selection, as well as Health & Safety;

- Using various databases, produce a range of management information to assist the SLT in their decision making and to meet deadlines

**Other**

- To undertake training and development relevant to the post

- To drive school minibuses as required

- The postholder may be required from time to time to undertake research and project work on behalf of the Head Master or another member of the Senior Management Team

- To participate in the College’s co-curricular programme of activities working directly with small groups of pupils where the postholder has skills or experience that can meaningfully add value to the experience of pupils

- To undertake any other duties as directed by the Assistant Bursar, Bursar or Head Master

- To support the work of other members of the Senior Management Team in the early years of the College’s development
PERSON SPECIFICATION: RECESSIONIST

Qualification Criteria
• Right to work in UK

Experience
• Experience of delivering high level customer service
• Have a sound track record of successful administrative experience;
• Be experienced in the use of information and communications technology;

Personal characteristics
• Genuine passion and a belief in the potential of every pupil
• Be able to present a highly professional and positive image of the College to a wide variety of stakeholders;
• Flexible, highly organised and able to multi-task and prioritise work to meet deadlines in a busy office environment
• Helpful, approachable and positive nature and ability to stay calm and diplomatic under pressure
• Able to take ownership of tasks and work with minimal supervision
• Have exacting standards and a keen eye for detail
• Keen to learn and further develop own skills
• Exercises sound judgment, especially relating to confidentiality and discretion
• Have excellent inter-personal and communication skills;

Specific skills and knowledge
• Willing and able to learn and operate new IT systems and databases;

Other
The post holder must be committed to safeguarding and promoting the welfare of all pupils
APPLICATION INFORMATION

DISCLOSURE AND BARRING SERVICES
All applicants must undergo screening to confirm their suitability to work with children and young people.

EQUAL OPPORTUNITIES
Holyport College welcomes applications from all sectors of the community.

APPLICATIONS

Applications should be returned by e-mail to careers@holyportcollege.org.uk and must be received by the College no later than, Noon on Friday 7th June 2015.

Applications must contain the following:
- A fully completed Support Staff Application Form;
- A fully completed Recruitment Monitoring Form;

Application forms are available on our website www.holyportcollege.org.uk

Holyport College reserves the right to check the accuracy of statements made as part of an application process. Those submitting an application are deemed to have given consent to such checks being made.

All staff take part in the College’s performance management process and must abide by the Code of Conduct for Staff and Volunteers at Holyport College.