

Person Specification/Job Description

Assessment of role for Disclosure and Barring Service (DBS) checks:

Regulated Activity Specified Place Opportunity for contact with children

DBS checks required:

Enhanced DBS check

Barred list – Children

Barred list – Adult

Closing date for receipt of applications: Monday 7 April 2025 at 12 noon

South West Durham Training

Receptionist Administrator

37 hours per week, temporary position from May 2025 until September 2025, job share maybe considered

Post No.: RS24/25/266

Salary: harmonised pay scale 9-11 (£23,492.04 - £23,876.84 per annum)

Responsible to: Executive Director

Supervisory responsibility: No direct supervisory responsibilities

Responsible for: To provide an efficient and professional reception for South West Durham Training and to provide general administrative support to the wider team.

Objective of the job: as above

Candidates for the post of **Receptionist Administrator**, must possess the following qualities:

	Essential	Desirable	Where identified
Qualifications	NVQ Level 2 in Business Administration or equivalent (or currently working towards) Safeguarding Level 1 (to be achieved within 6 weeks) Level 2 in Literacy Level 2 in Numeracy	IT qualification Level 2 Equality & Diversity	Application Form Certificates
Experience	A minimum of 12 months in an administrative role. Experience of customer service.	Experience of working within a team. Recent experience of working on a busy reception Experience of working in administration in a FE/ educational setting. Experience of exam invigilation.	Application Form References Interview

	Essential	Desirable	Where identified
Knowledge and skills	Maintain a high level of confidentiality. Excellent customer service skills. Excellent telephone manner.		Interview References
Personal qualities, attitude and behaviours	Ability to work under pressure and use own initiative in order to get the job done. Flexible and adaptable to changing circumstances. Enthusiasm and commitment to ensure tasks are completed to a high standard. Polite, courteous and enthusiastic telephone manner		Interview

Section A • Primary Responsibilities

1. College Strategy

All members of staff have an important role to play in achieving the vision, mission and values stated in the College's Strategic Plan.

Bishop Auckland College's mission: ***Creating positive change through education and learning.***

2. Quality Matters

All members of staff are responsible for the quality of their own work and for the operation of the relevant parts of the College's Quality System. This will involve operating the appropriate Quality procedures applicable to the job to ensure that students, customers, and clients have their needs and expectations identified and fulfilled.

3. Staff Development

All members of staff will participate in the College's Staff Development Programme, we aim to maximise staff potential for the individual's benefit and in ensuring continual improvement in the quality of services provided by the College

4. Client Focus

All members of staff are expected to manage and develop their role and responsibilities to focus on improving the College services to students and other clients. The individual should represent and market the College at any appropriate opportunity.

5. Overall Responsiveness

Working flexibly, efficiently and in full cooperation with other staff to maintain the highest professional standards and to promote and implement the strategy and policies of the Corporation.

Ensure that established standards and targets are achieved as part of the efficient and effective service provision within the College.

Undertaking other such duties and responsibilities as are required to provide the service expected from the College.

6. Health and Safety

All members of staff are responsible for ensuring safety within their working area, for ensuring that risk assessments are carried out and that appropriate actions are taken if problems are identified. All staff are required to assist the College's Health and Safety Officer in the implementation of measures to ensure that all health and safety requirements are achieved.

7. Risk Management

All members of staff will adopt best practices in the identification, evaluation and cost-effective control of risks to ensure, as far as possible, that they are eliminated or reduced to a level that is acceptable to the College.

8. Safeguarding

All staff have responsibilities in relation to safeguarding. It is expected that all staff make themselves aware of the Safeguarding/Child Protection Policy. All staff will be expected to participate in regular safeguarding training. All staff will need to comply fully with legislation and College policies and practices to ensure learners are safeguarded and protected.

This role will involve engaging in 'regulated activity'.

Due to this post being regulated activity, we ask questions about your entire criminal record, including 'spent' and 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Section B • Specific Responsibilities

Initial allocation of functions of which the post holder will have direct responsibility:

Reception

- Answering telephone calls politely, quickly and efficiently using switchboard
- Acting as the first point of contact, dealing courteously and efficiently, welcoming visitors and guests, and offering them refreshments
- Keeping the reception area clean and tidy at all times, including stocking the main photocopier with consumables, and ensuring publications and other merchandise are well stocked within the area
- Monitoring the general email inboxes for SWDT, responding where appropriate or forwarding on to the appropriate member of staff
- Maintaining an overview of the different teams within SWDT with a high-level understanding of their different functions and responsibilities.

Administration

- Liaise with internal and external customers to ensure customer needs are met
- Maintenance of Centre timekeeping and absence records for learners on a daily/weekly/monthly basis
- Ensuring that Employers are notified as per schedules of learner timekeeping
- Coordinate the mailing of learner reports.
- Provide administrative support and customer service across all teams
- Updating of ILR information in Pro-solution
- Updating of information on NAS
- Support the administration and systems of Purchasing, including liaison with suppliers to attain best prices
- Coordination of staff uniforms (stocks, orders and issues)
- Coordination of learner/staff PPE (stocks, orders and issues)
- Maintain, order and issue stationery ensuring minimum stocks are managed

- Preparation of minutes from meetings across all teams when requested
- Assist in data entry of apprenticeship application information into MIS/learner spreadsheet and Pro Solution
- Assist in data entry of apprenticeship application information into MIS/learner spreadsheet
- Coordination of purchase invoices, ensuring delivery notes match invoices. Secure authorisation of invoices and feedback to external sources.
- Support in taster events/open evenings and presentation/awards ceremonies as requested
- Any other duties as requested by the Line Manager.
- Responsible for all SWDT enrolments and BAC Plumbing, HNC & HND enrolments.
- Invigilation
- Responsible for the issue of all staff badges, which includes the responsibility for the Kantech door systems
- Ensuring the entry sign in system is up to date and making the necessary changes
- Responsible for the daily management of the reception screen and ensure activity takes place throughout the day.

Support for Business Development

- Distribution of certificates to candidates.
- Co-ordination of IAG Sessions / Interviews for learner and parents.
- Communication with learners/ potential learners of reminders for any appointments
- Sending potential students regular communications about courses and enrolments.
- Updating the Open Evening register.
- Follow-up with all learners around open evenings.
- Communicate with learners to ensure conditional offers are accepted
- Create and organise Apprentices learner files
- Prepare Start-Up Paperwork for new apprenticeship starts
- Collect Maths/English/Engineering Certificates from learners
- Arrange and monitor initial assessments
- Support with shortlisting apprenticeship candidates

Section C • General

This job description is current at the date shown below. However, in consultation with the post holder, it may be liable to review and variation to reflect changes in the College environment.

Bishop Auckland College has an Equality, Diversity and Inclusion Policy and expects all members of staff to support the policy by behaving in a non-discriminatory way in terms of employment, the curriculum and student entitlement. Bishop Auckland College is committed to promoting diversity and equality of opportunity.

All members of staff are expected to maintain a high level of security and confidentiality of information in their work at all times.

Name:

Signature:

Date:

Last updated: March 2025