

## JOB DESCRIPTION

**Position Title:** Receptionist  
**Reports to:** Senior Learner Administrator

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### **Main Function of the Post:**

The Professional Receptionist is the first point of contact for students, parents/carers, visitors, and staff at The Sixth Form College Bolton.

This position plays a crucial role in creating a professional welcoming and efficient environment, providing excellent customer service and supporting various administrative tasks.

### **Responsibilities:**

#### **Reception Duties:**

- Ensure the reception desk is staffed at all times, organising cover during comfort breaks
- Greet and welcome visitors, students, and staff with a positive attitude in a professional and friendly manner
- Answer, screen, and direct incoming phone calls promptly and efficiently.
- Welcome visitors and ensure all visitors are recorded electronically on the Sign In App and are issued with appropriate visitor ID
- Determine visitor needs in a professional manner and direct visitor to the appropriate staff member
- Manage incoming and outgoing mail.
- Accept authorised deliveries on behalf of the college, notify the finance department immediately and ensure all deliveries are taken to the appropriate location immediately

#### **Customer Service**

- Take responsibility for the reception area, ensuring it is presented to a high professional manner, adhering to the clear desk policy, ensuring it is free from clutter, clean, tidy and presentable
- Deter staff and students from using the reception area for discussions/purposes which are not conducive to a professional reception area
- Provide accurate information about the college and its services, in response to enquiries from students, parents, and staff
- Handle complaints in a courteous and professional manner, in accordance with the complaint's procedure

**Administrative Support:**

- Schedule and manage appointments for staff where required
- Support various administrative tasks and special projects as needed for example
  - Creation / Entry of data on to spreadsheets and inclusion of basic formula to produce information
  - Creation of surveys, collation of data and production of results in required format
  - Creation of forms using Microsoft Forms or equivalent
  - Creation of reports / letters / documents in word format, using basic word functionality,
- To respond to administrative requirements arising from ad hoc circumstances

**Visitor Management:**

- Be proactive in acquiring knowledge of expected visitors from various sources e.g., Weekly Staff Bulletin, Staff Diaries, Visitor Risk Assessment Logs, College Calendar etc.
- Advise all visitors, on arrival, of the colleges Health and Safety, Evacuation, Lockdown and Safeguarding Procedures
- Distribute and Collate Visitor Evaluation forms and record information electronically as necessary
- Offer refreshments to visitors where appropriate

**Communication:**

- Distribute information and announcements to students and/or staff as required
- Maintain confidentiality of sensitive information
- Adhere to Data Protection and GDPR at all times

**Security and Safety:**

- Monitor access to the building and ensure security procedures are followed, ensuring entrance barriers are closed at all times
- Report any suspicious activity or safety concerns to the appropriate personnel
- Using the electronic access control system - issue temporary ID cards to staff, students and visitors in the absence of a member of the Student Liaison/Security Personnel
- Have knowledge of the role of the receptionist during emergency evacuation procedures and dealing with first aid instances
- Have knowledge of procedure when dealing with suspicious telephone calls

**Team Collaboration:**

- Work closely with the Student Liaison team to ensure smooth operation of the reception area
- Participate in staff meetings and training sessions as required

**Other Duties:**

- Other duties that are consistent with the objectives of the post and may be required from time to time by the Line Manager and the Principal
- The position may require occasional flexibility in working hours to cover for absences or during busy periods
- Ensure knowledge of staff locations/movements in and out of the College
- Have a working knowledge of the College functions/departments and staff
- Have a working knowledge of college policies, procedures, systems and developments, as well as general information, in order to be able to provide College staff, students and visitors with information as required.
- To ensure the proper security of records, letters and other documents using the appropriate technology.
- Support the role of Reprographics Technician as necessary
- Support the duties relating to outgoing post service as necessary

**NB - The work of the College is characterised by peaks in demand for annual activities e.g., enrolment. The holder of this post (together with other support staff) is expected to assist in these activities from time to time whether or not they are part of their normal day to day duties.**

**The Sixth Form Bolton is committed to safeguarding children and promoting the welfare of children, young people and vulnerable adults and expects all members of staff and volunteers to share this commitment. An enhanced DBS check is required for all successful applicants.**