**JOB DESCRIPTION**

**RECEPTIONIST**

**Overall Job Purpose:**

The Receptionist will make a meaningful and fulfilling contribution to one of the top post-16 Arts Colleges. As a valued member of Team CAPA you will be:

* Expected to maintain and promote the ethos of the College in all your dealings with pupils, parents, and visitors.
* Provide a friendly, approachable, customer focused and professional reception service, dealing with all visitors, telephone calls and staff/student enquiries.
* Part of the Administration team to assist in the provision of an effective, flexible and responsive administrative/clerical service to the College.

**Time Commitment**

* CAPA College term-time (34 weeks) plus 5 weeks to be agreed
* 40 hours per week (half hour for lunch) :

Mon – Thurs : 8.00 a.m. – 5.00 p.m.

Friday : 8.00a.m. – 2.30 p.m.

* The postholder will be expected to be flexible, by prior arrangement, to support events outside of normal office hours for major events such as Open Days, Audition Days, Student Performances and Fundraising events

**Job Share** This post is suitable for job share. If you wish to apply on a job share basis please

provide a covering letter indicating the hours and days you are able to work.

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| **Accountabilities** |
| **Accountabilities - Specific**   * To provide a friendly, customer focused, and professional reception service to all visitors and callers, including providing advice and taking action where appropriate. This may involve signposting to other staff * To answer both internal and external calls, dealing with enquiries and taking messages where appropriate, ensuring a friendly, customer focused and professional service is given. * To ensure telephone/visitor/staff/student enquiries are responded to sensitively and resolved appropriately, directing more complex calls to appropriate staff. * To take and relay messages for staff and students, assessing when an urgent response is required. * To deal courteously and efficiently with all staff/student enquiries at reception. * To register late student arrivals * To receive incoming post and parcels and distribute accordingly. * To control access to the College via the visitors entrance ensuring visitors sign in, appropriate safeguarding checks are made, and that all visitors wear the appropriate coloured lanyard. * To keep the reception area orderly, tidy, welcoming and safe. * To explain fire evacuation procedures to visitors, and in the event of a fire follow the College Fire Evacuation Policy and Procedure including responsibility for logging staff and visitors attendance. * To monitor and manage the info@capacollege e-mail account responding as appropriate and forwarding on e-mails to appropriate staff members. * To compile, prepare and circulate the weekly staff bulletin to all staff members with general information and that of a more specific nature provided by the Principal * To maintain and update the student and staff calendar as required. * To order and print student and staff access ID cards * To prepare the on-line parent/student voice feedback form * To provide administration support for College events ensuring that these are completed in a timely manner and are serviced and recorded appropriately. |
| **Accountabilities – Generic**   * To assist in the provision of word processing and administrative services, ensuring that documents/reports are produced and formatted to College standards and within College deadlines. * To provide meet and greet support with Open Days, Audition Days and student performances * To provide cover for other staff in the administration team as appropriate * To liaise with staff, pupils, or other outside agencies on behalf of the Strategic Director/Core Team as required to gather, receive and exchange information. * To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Artistic Director . * Provide first aid care to members of the college community as required (training will be provided). * To provide general administration support for college activities, as required and commensurate with the level of the post. * To contribute to developing and maintaining effective and appropriate administrative systems in support of the College’s practices and procedures. * Serve as a role model based on high standards and professional conduct * Be aware of and comply with policies and procedures relating to equal opportunities, confidentiality and data protection, reporting all concerns to the appropriate person. * To comply with the College’s Code of Conduct * Maintain confidentiality in relation to all work undertaken * Undertake any necessary professional development * Carry out such duties as may be reasonably assigned by the Strategic Director |
| **Accountabilities – All Staff**  **All staff are expected to:**   * Demonstrate consistently high standards of personal and professional conduct and maintain high standards of ethics and behaviour, within and outside college. * Undertake personal professional development as required. * Attend staff and other meetings and participate in staff training and development events as required. * To actively engage in the performance review process. * To work in the best interests of the College, students, parents and staff. |
| **All Staff - Safeguarding Duties and Responsibilities**   * The College is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment.  The following is expected of all staff:   + To uphold the College’s policies relating to safeguarding and child protection, behaviour, Health & Safety and all other relevant policies.   + To promote and safeguard the welfare of students for whom you are responsible and come into contact with.   + To ensure full compliance with all statutory regulations, in particular Keeping Children Safe in Education, (2015) communicating concerns to the Designated Safeguarding Lead, other relevant staff of CAPA College or local Children’s Services as appropriate |
| **Employment checks required of this post:**   * Evidence of entitlement to work in the UK. * Evidence of essential qualifications as detailed in the Person Specification. * Two satisfactory references. * Evidence of a satisfactory safeguarding check e.g. DBS * A Barred List check. * Confirmation of medical fitness for employment |