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**Job Description – Cross College Assistant/Receptionist**

**JOB TITLE**

Cross College Assistant/ Receptionist

**ACCOUNTABLE TO:**

Executive & Cross College Administration Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

To provide a high quality, front line and varied administrative support service cross college to the Executive Team, Directors, COL’s, National College for Nuclear, Curriculum Staff, Mentors, ALS and wider cross college departments. Supporting staff in a variety of administrative functions.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To maintain systems as identified by staff to ensure collaborative working and information sharing.
* To answer all incoming calls to College promoting good customer service and giving information and referring callers appropriately, courteously and expeditiously thus promoting a favourable image of the college.
* To maintain the department centralised and comprehensive course and student records and files and ensure security and confidentiality at all times, allowing access by authorised personnel only.
* To undertake all the photocopying functions of the College as a whole to ensure the production of high quality documents, reports booklets etc. ensuring efficient and effective support to the College.
* Encourage staff to minimise the use of paper by duplex copying and to ensure that resources are used effectively and maximising their utilisation.
* To maintain all necessary records of private photocopying, stationery, and postage, in accordance with the financial regulations, to the Finance section and ensure all necessary arrangements are in place to invoice and receive payment where necessary.
* To be maintain the college stationery stocks, monitoring levels and ordering replacements when required, ensuring an adequate and continuous provision of stationery.
* To undertake the clerical duties relating to incoming and outgoing post, ensuring that the post is dealt with in accordance with the College Policy and instructions.
* To deal with routine enquiries and supply appropriate information courteously and expeditiously to both internal and external customers, thereby promoting a favourable image for the College.
* To receive visitors at the reception desk, directing them to the correct department, ensuring they have signed in, have the correct visitors badge and have been given relevant information relating to H&S and Safeguarding.
* Occasional evening working when college or external events are taking place and require support.
* To provide cover during times of holiday or sickness.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Cross College Assistant**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| 5 GCSEs or equivalent qualifications at Level 2. | **✓** |  | AF/CERT |
| Literacy and Numeracy qualifications at minimum Level 2 or be willing to update. | **✓** |  | AF/CERT |
| Experience |  |  |  |
| Previous Administrative Experience | **✓** |  |  AF/CERT/IV |
| Good working knowledge of Microsoft office including Word, Excel & SharePoint. | **✓** |  | AF/IV |
| Working in a Customer Service / Reception Environment. |  | **✓** | AF/IV |
| Experience of using bespoke databases. |  | **✓** | AF/IV |
| Teamwork & Personal Credibility |  |  |  |
| Welcome suggestions for improving standards and offer suggest improvements. | **✓** |  | AF/IV |
| Display a high standard of personal integrity   | **✓** |  | AF/IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives  | **✓** |  | AF/IV |
| Act as a team player  | **✓** |  | AF/IV |
| Communication |  |  |  |
| Strong interpersonal and communication skills | **✓** |  | AF/IV |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems  | **✓** |  | AF/IV |
| Organised and attentive to detail  | **✓** |  | AF/IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students  | **✓** |  | AF/IV |
| Develops relationships with internal customers and gains their respect  | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner  | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output  | **✓** |  | AF/IV |
| Ability to prioritise own work, multi-task and shift priorities  | **✓** |  | AT/IV |
| Proactive in taking action to achieve goals  | **✓** |  | AT/IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview