

Job Description	
Job Title:	Reception
Responsible to:	Head of Quality, Student Admissions and Support Services
Grade of Job:	Administration
Rate of Pay:	£17,000 - £19,500
Hours:	37.5 (Monday – Friday 0830 to 1630)
Main Duties:	
<p>As the receptionist, you are first point of contact for Bridge Training Ltd. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls. You will deal with emergencies in a timely and effective manner, while streamlining front office operations. Multitasking and stress management skills are essential.</p> <p>You will be required to act in a confidential, correct and safe manner and will maintain a high level of security and privacy of your work at all times. As of all staff, you will be expected to work flexibly and in co-operation with other staff as you are ultimately responsible to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.</p> <p>You will be responsible for promoting (to staff and students) a safe and harmonious working environment, through;</p> <ul style="list-style-type: none"> • Delivery of timely and professional reception services • The delivery of administration services • General duties <p><i>BTL follow a Safer Recruitment Policy and process, the post will require an enhanced DBS</i></p>	

Delivery of timely and professional reception services
To log and retrieve messages from the answerphone (in the morning and throughout the day) and email these messages in a timely manner to the appropriate staff
To ensure that all incoming calls are logged and directed to the appropriate person, particularly calls relating to student and staff absence
Answer, screen and forward incoming phone calls and provide accurate information in-person and via phone/email
Report a school learner's attendance status to the appropriate school by 1000 and 1330 respectively
Contact absent EHE learners and inform the Welfare Team of the reason for their absence
Record and scan students travel tickets and reimburse students where necessary
Maintain the BTL Safeguarding policy by following safety procedures and controlling access via the reception desk when meeting and greeting visitors and students by booking them in and out of the premises, identifying their needs and where necessary, informing the person with whom they wish to meet of their arrival and issue the relevant paperwork and identity badge
Accurately complete the incoming and outgoing post log
Distribute and/or inform members of staff of packages and mail received and ensure that items/mail are collected and signed for
Photocopy and produce blank student documents e.g. induction and look-around paperwork
Update office 365 calendars and schedule meetings to maintain an accurate reception diary through the booking of look-arounds and/or other diary appointments
To book IAG appointments as requested by students
Answer student questions with regards to, for example timetables and all other general enquiries
Ensure that the correct documented evidence is filed, signed and distributed to other members of the admin team with regards to Free School Meals
Distribute Lunch vouchers in accordance with contractual and management guidance
Distribute Bursary payments in accordance with contractual and management guidance
To maintain a stock of stamps and purchase where necessary, take to the post office any recorded delivery items

Ensure that the reception area is tidy and presentable at all times, with all necessary stationery and material (e.g. sign-in sheets, advertising materials)
Delivery of Administration Services
Creating, issuing, resetting and maintaining Moodle logins through accurate record keeping as and when requested.
Creating, issuing, resetting and maintaining Office 365 logins through accurate record keeping as and when requested.
To maintain Health and Safety procedures by opening and locking the side gate
Maintain and create on a weekly basis the staff, visitors and student sign in sheets, ensuring that they are accurate at all times to comply with Health and Safety Legislation
To ensure that the data entry into the PICS MIS system is correct and accurate at all times for the submission of the contractual claim
Phone and arrange visits for the repair and maintenance of photocopiers and water dispensers.
Create and maintain a stationery stock system, manage stock controls and order when appropriate, complete the monthly spreadsheet to ensure that the monthly budget is not overspent
Maintain clear and accurate paperwork in relation to the delivery of administration services, the ESFA and other contracts for the purposes of audit
To be responsible for the Petty Cash tin at all times and ensure that petty cash is reconciled at the start and end of each day
To support the Student Welfare Officer by providing an administration service to meet BTLs aim and objectives in contributing to raising achievement by improving attendance, punctuality, reducing levels of unauthorised absence and addressing persistent absence
General
Promote to learners and staff a safe and harmonious working environment in line with Health and Safety requirements, Safeguarding, Data Protection and the Equality Policy and ensure high levels of housekeeping
To maintain up-to-date paperwork and comply with contractual and audit requirements and to ensure that all contractual paperwork is completed and all other administrative duties comply with external and internal quality requirements
To attend, plan, assist and promote Bridge Training at career events, open days and taster days and be actively involved in marketing the company
Participate in the BTL parents evening and careers event (termly)
To partake actively in lifelong learning and constantly seek to perform more effectively through widening knowledge
To assist the teaching staff and/or other BTL staff in student behaviour management and to standardise the approach to learner behaviour management
To work in accordance with company procedures and good practice
To comply with the company's Equal Opportunities Policy, Code of Conduct, Health and Safety, Safeguarding other relevant policy, procedures and legislation
To comply with and or ensure compliance with Company Data Protection Policies and other relevant legislation
The post holder will also undertake such other duties as may reasonably be required at the initial agreed place of work and other locations. In time the job may change and in consultation with the post holder, the job description will be revised and issued as necessary. The appraisal process in place in the company will be the mechanism for instigating discussions and subsequent amendments to this document.

PERSON SPECIFICATION

1. Qualifications	Essential	Desirable
Educated to a minimum of level 2 – a professional qualification relevant to the post would be an advantage eg administration, customer service	Yes	
Willingness and ability to undertake further professional development in line with contractual, business needs and national developments	Yes	
The ability to write to a good standard of literacy		Yes
Current drivers licence		Yes
2. Experience		
At least one years related experience of work within an educational setting and administration/reception setting		Yes
Being able to work as part of a team, as well as on your own initiative	Yes	
Confident in all Microsoft packages with a knowledge of or a willingness to learn the PICS MIS system		Yes
Experience of addressing individual student needs	Yes	
3. Skills and Abilities		
Demonstrate a knowledge of issues linked to confidentiality	Yes	
Ability to be resourceful and proactive when issues arises	Yes	
Multitasking and time-management skills, with the ability to prioritise tasks	Yes	
Flexible		
4. Qualities		
To enjoy working with young people	Yes	
Ability to carry out administration effectively and maintain accurate and up-to-date records whilst being able to prioritise and organise own work load	Yes	
Ability to work, influence and motivate at all levels of the organisation	Yes	
Excellent interpersonal skills with the ability to communicate effectively (both orally and in writing) especially with students, staff, parents/carers and other external professionals	Yes	
The ability to listen effectively	Yes	
Ability to meet tight deadlines and plan and manage own time effectively	Yes	
Demonstrate an ability to cope with stressful/conflict situations	Yes	
The ability to evaluate, reflect and continue to improve	Yes	
To be dedicated to the success of the students, BTL and themselves	Yes	
A flexible and responsive attitude to the likely changing demands of the post	Yes	
Professional attitude and appearance with the willingness and ability to provide a professional service	Yes	