

<b>Job Description</b>	
Job Title:	Receptionist / Administration Support
Responsible to:	Data and Attendance Lead / Reception Manager
Grade of Job:	Administration
Rate of Pay:	£24,784.50 – £25,500 (FTE Annually Actual) £19,535 - £20,106 (Term Time Only based over 41 weeks)
Hours:	37.5 per week (0845 to 1645)

### **Main Duties:**

#### **About Us**

Bridge Training Ltd is a small, independent training provider based in Gloucester City Centre. We are dedicated to delivering high-quality education and support in collaboration with students, parents, and carers, fostering a culture of dignity, inclusivity, respect, and ambition.

#### **The Role**

We are seeking an Administrator to serve as the first point of contact for students and visitors, ensuring a welcoming and efficient reception service. This role involves coordinating front-desk activities and providing essential administrative support.

#### **Key Responsibilities:**

- Maintain accurate and up-to-date records in the MIS, ensuring all information is entered promptly and without errors.
- Support the Student Recruitment Officer by assisting with student tours, the enrolment process, and initial transition support for new learners.
- Work alongside the Attendance Officer to promote the importance of attendance and education, using an engaging and proactive approach to motivate students.
- Communicate effectively with students and parents to foster positive engagement.
- Manage frontline administration and reception duties, ensuring smooth daily operations.

This role is perfect for an energetic, organised, and friendly person who is passionate about helping students succeed in their education.

**Bridge Training is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment.**

#### **Please note**

If you have spent more than 3 months working or living outside the UK in the last 5 years, then you will be required to present a copy of an overseas criminal record check. Details of how to apply and contact details can be found on the GOV.UK website.

We do not accept CV's; all our vacancies must be applied by completing an application form via [nicki.price@bridgetrainingltd.co.uk](mailto:nicki.price@bridgetrainingltd.co.uk)

Bridge Training Ltd is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

This post is considered as Regulated Work with vulnerable children and/or protected adults; therefore, Bridge Training follow a Safer Recruitment Policy and process, and the post will require an enhanced DBS, **you will be required to sign up to the DBS update service (fee reimbursed).**

## **Key Responsibilities**

As an Administrator, you will engage effectively and persuasively with students and parents, demonstrating excellent communication skills, including the ability to connect with hard-to-reach families.

Given the fast-paced and time-sensitive nature of this role, strong attention to detail and accurate communication and record-keeping are essential. You will interact with a variety of internal and external stakeholders, including learners, parents, and carers. Additionally, you will support attendance tracking by following up on absences, maintaining accurate records, and generating weekly reports

### Reception Duties:

- Welcome and assist visitors and students in a friendly and professional manner.
- Ensure all incoming calls are logged and directed to the appropriate person, with particular attention to student and staff absences.
- Check and retrieve messages from the answering machine throughout the day, forwarding them via email to the relevant staff promptly.
- Answer, screen, and redirect phone calls while providing accurate information in person, over the phone, and via email.
- Calling parents/carers when requested in liaison with the Attendance, teaching team and other staff members when requested.
- Calling students for exam reminders and for the collection of certificates
- Make phone calls to parents as requested by teaching staff.
- Record, scan, and process student travel tickets, reimbursing students as needed.
- Uphold the Bridge Training Safeguarding Policy by following safety procedures, controlling access at the reception desk, and ensuring pre-booked visitors/events and attendees are logged into the Entry Sign system.
- Collect and manage attendance data for Free School Meals and Student Bursary, handling the associated administrative tasks.
- Order and maintain stationery supplies to ensure smooth office operations.
- Manage incoming, outgoing mail and packages for staff as required, including the collation and distribution of certificates
- Reconcile petty cash at the beginning and end of each day.
- Input new student details into the Entry Sign system
- Create ID badges for students and staff
- Coordinate, prepare and send student reports for the curriculum team

- 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 provide administration support, by following up enquiries that come in via the website, phone and email and create and update the necessary paperwork eg the 'Enquiries' record spreadsheet and pass on the relevant information to the designated recruitment lead

#### Administration Duties:

- To enter data and ensure that the data entry into the MIS is correct and accurate at all times for the submission of the contractual claim.
- To support the Exams Officer with invigilation duties and associated administrative tasks related to examinations and course registration.
- Providing Information, Advice & Guidance to all students about all the available courses.
- Use our safeguarding reporting software, CPOMS as an integral part of keeping you and our learners safe
- To check and remind any necessary staff to complete registers and report to the Curriculum Lead
- To assist with contacting previous education provider of each student when first enrolled onto their chosen course to gain any information on Attendance, Safeguarding or Behaviour that we can use for planned and proactive support for the students

### **General**

- Promote to students and staff a safe and harmonious working environment in line with Health and Safety requirements, Code of Conduct, Safeguarding, Data Protection (GDPR), and the Equality Policy and ensure high levels of housekeeping.
- Ensure that all Health & Safety procedures are adhered to. (Weekly fire alarm tests, six monthly evacuations, identification of hazards of slips, trips and falls etc.) In accordance with Bridge Training risk assessments
- Participate in the Bridge Training parents evening and careers event.
- To partake actively in lifelong learning and constantly seek to perform more effectively through widening knowledge, sharing best practice with other staff.
- 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.

### **Benefits and Rewards**

- Staff laptop
- Training and professional qualifications opportunities
- Small classes with specialist support (a maximum of 14 in any one class)
- Matched contribution pension scheme

- Free on-site parking is available where space permits; however, the car park is primarily accessible at weekends.
- Car washing service
- 35 days holiday (+ bank holidays) pro-rata per annum, with extra days given at Christmas.
- Christmas and Easter closure period
- Team building events & paid Christmas Lunch
- Free and confidential advice, information, and counselling service
- Family friendly policies including compassionate leave, doctors and dental appointments.

## **Person Specification**

### **Essential**

- Educated to a minimum of level 2 – a professional qualification relevant to the post would be an advantage eg administration, customer service
- Warm and Friendly to all staff, students, and visitors
- Excellent interpersonal skills with the ability to communicate effectively (both orally and in writing) especially with students, staff, parents/carers and other external professionals
- Organised
- Ability to comprehend and interpret guidance effectively.
- Multitasking and time-management skills, with the ability to prioritise tasks
- An ability to cope with stressful/conflict situations
- Impeccable attention to detail
- Working knowledge of Spreadsheets and other office-based tools to interpret data.
- Willingness and ability to undertake further professional development in line with contractual, business needs and national developments
- Experience in the skills to work collaboratively as part of a team, knowing the importance of working closely with all staff and external agencies
- Ability to work independently using own initiative while also collaborating effectively across multiple teams
- A commitment to the education and well-being of students
- Ability to maintain confidentiality in dealings with students, professionally discrete and able to respect confidentiality on issues
- Demonstrates an understanding and awareness of behaviour, have empathy with students and be sympathetic to their need
- To be able to communicate with the learner in the way they can accept and hear you
- Excellent record of attendance and punctuality

### **Desirable**

- Confident in all Microsoft packages with a knowledge of or a willingness to learn the MIS system
- Professional attitude and appearance with the willingness and ability to provide a professional service
- In-depth knowledge of a MIS system

- Professional attitude and appearance with the willingness and ability to provide a professional service.
- Minimum of Maths & English GCSE Grade 4 (Grade C) and/or Level 2
- Experience of working with individuals with SEMH
- Ability to deal with any confrontational situations appropriately
- At least one years related experience of work within an educational setting and administration/reception setting
- Experience of working in an educational environment or other environment with young people