

## JOB DESCRIPTION

**Job Title:** Front of House Assistant

**Salary:** £24,563 - £28,839

**Contract Length:** Permanent

**Hours/FTE:** 35 hrs – Full time

**Grade:** 2

**Location:** Elephant & Castle

**Accountable to:** Information Centre Manager

**College/Service:** IC (Administration and Resources)

### Purpose of Role:

By providing general assistance and support within the College's Information Centre, contribute to the provision of a fully functional Reception Service for external visitors, current students and members of both academic and support staff, helping to ensure that the Information Centre acts effectively as a 'junction box' for the full range of College services and activities. Information Centre staff will be expected to address some questions and concerns independently and, failing this, redirect customers as appropriate.

### Main Responsibilities

- Implement procedures and protocols for general reception duties - including meeting and greeting external visitors
- Providing helpful and comprehensive general information and assistance, drawing upon manuals and other documentation, act as an effective contact point for all student enquiries before referral to other support agencies if required
- Assist with escorting visitors/prospective students/interviewees around the building
- Assist with the provision of tours of the College in response to senior management requests
- As directed by the Information Centre Manager, support Open Day activities, events and exhibitions
- Assist with new staff induction, including the provision of new staff tours of the College
- Assist with the issue and replacement of staff ID cards as directed by the Information Centre Manager and upholding premises access and security policy
- To assist with student documentation requests
- To assist with electronic enquires providing accurate advice or re-directing to specialist advisors
- To assist with recruitment events and provide support for visiting schools and colleges
- To assist with new student induction presentations
- To assist in managing queues for course enquires and appointments for the fee manager.
- Support the Information Centre Manager in maintaining controlled access by staff and students to all keys, helping to ensure their safe storage at all times
- Provide an effective point of contact for reporting accidents, facilities issues and general fault reporting, ensuring that they are appropriately logged
- Support the effective communication of all timetable information to both students and staff through electronic and other media, helping with the dissemination of information about room and other timetable changes to students and staff so that they are alerted in a timely fashion

- Assist with the efficient collection of Letters/Bursary Cheques, helping to maintain records and monitoring systems
- Assist with postal deliveries/collections, ensuring that academic staff pigeon holes are serviced efficiently
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

#### **Key Working Relationships:**

Students, staff and external visitors  
College Administrative Office

#### **Specific Management Responsibilities**

**Budgets:**

**Staff:**

**Other** (e.g. accommodation; equipment):

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Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> <li>• Experience of working in a front line, 'customer focused' role in a busy environment. <i>Knowledge of using CRM system (Salesforce) or other. ..</i></li> <li>• Educated to at least A level, or can demonstrate equivalent work experience.</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>• Experience of working on a busy Reception and as part of a team.</li> <li>• Experience of dealing with a wide range of enquires.</li> <li>• Experience of and confidence in undertaking large group tours.</li> </ul>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

