



Job Description

1. **Job Title:** Receptionist
2. **Responsible to:** Soft Services Manager/Headmaster's PA
3. **Job Summary:** To provide a professional, welcoming first impression of the College either in person or on the telephone.
Ensure the reception function of the College is run efficiently.
Provide administrative support to the Senior Management Team (SMT) and general school office administrative duties.
4. **Duties and Responsibilities:**
 - a) Meeting, greeting and directing visitors to the College and ensuring that all necessary safeguarding procedures are followed
 - b) Assisting with prospective parent visits, acting as the first point of contact on their arrival and ensuring the relevant people are informed of their whereabouts and timings. Escorting them to the relevant department as necessary
 - c) Operating the College switchboard, forwarding and announcing callers, taking and forwarding messages promptly
 - d) Opening (where applicable) and distributing incoming mail via the staff pigeon holes
 - e) Accept deliveries on behalf of the College and/or direct those deliveries to the correct location
 - f) Liaise with the Head Porter to facilitate the in-house distribution of deliveries and incoming post as required
 - g) Franking and preparing all College outgoing mail and parcels
 - h) Administrative support for members of the SMT
 - i) Other administrative school office duties, as directed by the Headmaster's PA, including, but not limited to, email & written correspondence, photocopying, overseas pupil travel arrangements, meeting planning, distribution of termly information
 - j) Making refreshments for visitors as required
 - k) General reception/school office housekeeping
 - l) Ordering of stamps and postal supplies from Royal Mail
 - m) Organising outgoing courier parcels; receiving courier deliveries
 - n) Updating telephone lists and databases as required
 - o) Dealing with lost property
 - p) Ordering stationery and photocopier paper; organising collection of data shredding
 - q) PASS (school database) administration, including changes of contact details, relationships, rankings for current parents and students
 - r) The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy Statement at all times.

- s) If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead or, if he/she is the School's DSL, to the Headmaster and relevant agencies.
- t) Any other related duties as required.

5. Person Specification:

The successful applicant will need to:

- Be smart and presentable
- Have a welcoming, confident and efficient telephone manner
- Be friendly, with common sense and the ability to relate to a wide cross section of people
- Be comfortable with handling sensitive and confidential information with absolute discretion
- Be a competent typist
- Be computer literate and fully conversant with the use of Microsoft office applications
- Be able to draft routine correspondence in a simple yet accurate style, without recourse to jargon
- Have an enthusiasm to learn about the College, a willingness to accept instruction and an ability to work on his/her own.

Previous experience as a Receptionist or an office administrator would be an advantage.

6. Terms and Conditions

This is a ten month fixed term contract.

Hours of work: This position will be a job share covering 12 noon to 8.00pm Wednesday to Friday and 8.30am to 4.30pm alternate Saturdays during term time, plus five weeks during College Holidays (total 38 weeks per annum). Hours worked during holidays may vary from the term time hours. You are entitled to a 30-minute unpaid lunch break on days where your rota pattern exceeds six working hours. Flexibility in hours is required and on occasions to meet the demands of the post, the person may be required to work to support evening and weekend events.

Salary: £9.87 per hour

Holidays: 5 weeks' holiday per year plus Bank Holidays pro rata to be taken during College holidays. Attendance will be required on Bank Holidays that fall during term time.

Pension: After three months service you may be automatically enrolled into the Eastbourne College WorkSave Pension Scheme (details are available from the HR Department), depending on your level of earnings, however you may also choose to opt in to the pension scheme. The College will contribute 5% of your gross salary and you will be expected to contribute 3% also. You may choose to opt out of the pension scheme.

Other Benefits:

- Free meal during normal working hours subject to dining room provision
- Free use of College facilities
- Annual pay review.

7. Safeguarding Statement and Equal Opportunities Statement

Eastbourne College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The appointment is subject to enhanced DBS check, pre-employment medical questionnaire and positive references.

8. Application Process

Candidates should complete all sections of the application form and return it along with a brief covering letter, and a CV, to the HR Department, Marlborough House, Old Wish Road, Eastbourne, East Sussex BN21 4JY. Electronic applications should be sent to hr@eastbourne-college.co.uk

Closing date: 19 August 2019

Applications will not be accepted without a fully completed application form including a complete career history. Candidates will be required to provide the names and contact details of two referees, one of whom should be a current employer but not a family member or current employee of Eastbourne College Charity. Candidates should make it clear if they would prefer their referees not to be contacted before the interview stage.

Further information is available from Human Resources by email on hr@eastbourne-college.co.uk or phone 01323 452239.