REIGATE COLLEGE

Job Description for a Receptionist

Name:

Responsible to: **Student Services Manager**

Job Purpose **To provide Reception services and high-level administrative support for the Student Services (including Attendance) and Admissions Departments**

Job Responsibilities

General

1. To provide general and high-level administrative support in all areas of College, but primarily relating to Reception, Student Services (including Attendance) and Admissions.

2. To attend and provide assistance on all Open Evenings and occasional evening events for which additional payment will be given.

3. To adopt a flexible approach to administrative duties, for example, providing cover for staff absence/sickness in Students Services (including Attendance) and Admissions.

4. To provide effective handover notes and procedures to other Receptionists or colleagues working at Reception.

Reception

1. To present a welcoming and professional presence and appearance for all stakeholders including staff, students, parents, governors and visitors.

2. To welcome visitors to the College ensuring that they have signed in and out, been issued with a visitor ID and have read the College's safeguarding statement.

3. To be the first point of contact for queries, complaints and general College information, referring them to other staff as required.

4. To be the first point of contact for students in distress and to manage their issues as a first responder, before referring them to other staff as required.

5. To contact high risk students and/or parents when necessary, under the direction of the Designated Safeguarding Lead and Safeguarding Team

6. To check contractors against the pre-approved list and issue the necessary ID, liaising with the Premises or appropriate team.

7. To be responsible for the College switchboard, to transfer calls as appropriate or take and pass on any relevant messages.

8. To complete tasks including, but not limited to:
    - The franking and putting out of the post
    - Receiving and checking of deliveries
    - Delivering of any coursework, post and other necessary documentation to teacher pigeon holes
    - Accepting deliveries of exam scripts, completing relevant documentation, securely storing and passing onto the exam team in line with college procedures
    - Managing web logins, resetting passwords and dealing with queries as necessary
    - Ensuring the safe keeping of sensitive documentation handed to reception by students and/or parents, such as bursary documentation and medical notes, and passing onto the relevant staff
    - To take in and advertise lost and found property

9. To print new College IDs for students and staff, linking them to the College payment system and taking payment as necessary.

10. To issue and collect in temporary lanyards to students who forget their College IDs and record this on the College Information Database (CID) and be responsible for following up, with support from relevant staff, those who have not returned them.

11. To screen phone calls for other Departments including Student Services and Admissions, answering queries where possible.

12. To liaise with staff concerning student absence, lateness, telephone calls, attendance register entries and update the relevant systems accordingly.

13. To manage the Enquiries and Reception email accounts, ensuring effective and prompt responses are sent to stakeholders as required.

Other

1. To be a nominated College First Aider and deal with incidents as required.

2. To oversee the First Aid Room and to monitor users, contacting parents or emergency contacts as necessary.

3. To assist in the operations of internal and external examinations including examination invigilation.

4. To undertake any other particular duties, which may be reasonably assigned to you by the Director (Operations) or the Principal from time-to-time.

Person Specification

The person appointed is expected to have:

1. An awareness of and responsiveness to, the needs of students in 16-19 age range and the ability to form good working relationships with them.

2. A general awareness of the strategic direction of the College and an understanding of the environment in which it operates.

3. The ability to learn new systems and procedures quickly and implement them effectively.

4. An understanding of and support for the ethos of the College and broadness of vision.

5. Highly effective communication, interpersonal, time management and organisational skills.

6. Highly developed IT, secretarial and administrative skills, including excellent keyboard/typing skills and a comprehensive knowledge of Microsoft Office including Outlook and Excel.

7. An excellent and respectful telephone manner and the ability to communicate effectively both verbally and in writing.

8. Excellent attention to detail.

9. Commitment, enthusiasm and flexibility in their approach and the ability to work well as part of a team according to the needs of the College.

10. Have or willingness to gain a First Aid qualification.

11. Have or willingness to gain a basic Mental Health First Aid qualification to support in the day-to-day interactions with students.

12. The ability to stay positive, remain calm and meet deadlines even when working under pressure.

13. Excellent people skills and an ability to work constructively within a professional partnership with other staff and students, and to establish good rapport with a range of client groups.

14. The ability to multi-task in a busy working environment.

15. A commitment to personal development, training and equality of rights and opportunities.

16. An ability to act independently and use initiative when required.

17. Confidence in tackling unfamiliar situations and enthusiasm for learning new skill demands where appropriate.

NJC
November 2026

Signed: Date:
Post Holder

Signed: Date:
Student Services Manager