



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A125
Job Title	Receptionist and Administrator
Salary	£26,218.54 - £28,088.30 (Actual £22,626.90 - £24,240.52)
Contract Type	37 hours per week, 38 weeks per year.
Campus	Gloucester
Department	Harbour House
Reporting To	Head of School
Holiday	Term Time Only

About the Role – Meet the Team

Gloucestershire Professional Services (GPS) is recruiting a Reception Administrator to join their specialist provision 'Harbour House' based at Alexandra Warehouse in Gloucester, to support students and staff to access a suitable educational environment.

The purpose of this role is to assist the departments based at Alexandra Warehouse to create a safe, inclusive educational environment, whilst supporting the day to day running of the curriculum ensuring the buildings and estate are well managed.

About the Role – Duties and Responsibilities

- To be the first point of contact for visitors to the provision, extending a warm welcome to callers – including parents, visitors, contractors and delivery staff.
- To deal effectively with telephone calls, transferring callers to relevant staff/departments and taking and passing on messages as required.
- To follow safeguarding procedures by issuing passes and lanyards to visitors, ensuring that visitors are signed into the provision.
- Communicating with parents regarding all aspects of educational life, receiving and passing on information between parents and teachers in a timely manner with minimum disruption to lessons.
- To ensure that the reception area remains tidy and that literature and forms are updated and replenished as necessary.
- To receive and sign for all packages and deliveries for the provision.
- To ensure that all outgoing post is transferred to the main campus for sorting and collection.
- Maintain and update provision information, records and databases.
- To undertake administrative and other duties directed by Head of SEND and Provision coordinators
- To attend meetings with internal staff and external agencies as required.
- Liaise with finance regarding purchasing of resources and booking of contractors





- To be the point of contact for Estates to maintain the building and organise contractor visits
- Support in the development of necessary risk assessment for the Alexandra Warehouse building
- To liaise with the building contractor and be the point of contact for queries
- To undertake Duty Manager responsibilities on behalf of Alexandra Warehouse
- To provide emergency first aid for students and staff at Alexandra Warehouse and liaise with main campus to direct emergency responders

About the College – Our Expectations

- Take an active part in Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

About the You

Our Shortlisting Criteria

Essential	<ul style="list-style-type: none"> – Proven recent experience in a customer service role, which is customer facing – Extensive administration experience with an excellent eye for detail, motivated and driven to follow activities through to conclusion. – Confident in using a variety of Microsoft applications – GCSE English and mathematics (or equivalent) at grade C or above
Desirable	<ul style="list-style-type: none"> – Experience of working within an educational setting – Emergency first aid at work certificate or willingness to complete - Safeguarding training





The Perfect Person for us will demonstrate

<p>Abilities</p>	<ul style="list-style-type: none"> – Ability to communicate effectively with colleagues and students – Be supportive and encouraging others in the department and organisation – A willingness to proactively share good practice across the department and organisation – Plans, prioritises own workload to achieve agreed objectives – Responsible for working to given standards and monitoring own performance – Able to make decisions and work independently whilst understanding when and how to escalate – Able to work to high standards and tight deadlines, staying calm under pressure – Willing and able to deal with difficult customers – Ability to communicate effectively with visitors, staff and students at all levels, verbally and in writing – A full understanding of the need for complete confidentiality and discretion – Commitment to the promotion of Equality & Diversity
<p>Job Circumstances</p>	<ul style="list-style-type: none"> – Able to travel between college sites (if required) – Undertake any training required for the role – Hold an Enhanced DBS check or be willing to undertake a check. – This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.

