

ROLE DESCRIPTION

ROLE TITLE:	Welcome Ambassador
REPORTING TO:	Premises Manager
LOCATION:	Franklin College, Grimsby
APPOINTMENT TYPE:	Support Staff, Part-Time, Term Time only
HOURS OF WORK	30 hours, term time only Monday 08:00 – 17:30 (1 hour lunch) Tuesday - Thursday 12:00 – 17:30 Friday 12:00 – 17:00
DATE:	March 2026

ROLE PURPOSE:

Welcoming students, staff and visitors as they enter the College and move around the college facilities whilst ensuring they're safe through the delivery of an upbeat and engaging attitude which should be adaptable depending on the individual students.

The post holder will display the college values at our students at all times to ensure positive behaviour and engagement.

MAIN DUTIES AND RESPONSIBILITIES

1. To assist in the delivery of a calm, safe and secure College environment as a member of the Reception Team.
2. To assist in ensuring that the College meets its obligations to students and their families regarding: Health & Safety, Safeguarding, child protection and meeting its obligations under the *Prevent* and LCCSTE duty.
3. Monitor and supervise student behaviour across the campus and the immediate surrounding area, promoting a positive college ethos at all times.
4. Meet and greet students and visitors throughout the day, primarily at the main entrance point or zone entrance to ensure students feel welcome and valued in college, setting a positive tone for the day.
5. Ensure all staff, students and visitors visibly display ID badges and challenge appropriately where this is not the case.

6. Observe, record and report any unusual or suspicious activity, maintaining clear and accurate written records in line with college procedures.
7. Respond promptly and appropriately to incidents of misbehaviour, following college behaviour management procedures and seeking support where required.
8. Undertake main entrance and smoking shelter checks to manage and monitor the College's No Smoking Policy to ensure compliance with college policies and provide a safe environment.
9. To maintain College security by following safety procedures (such as issuing visitor badges) and controlling access via the College Reception desk or other access points as required
10. To maintain systems in Reception to support the efficient and timely recording of all contacts made, including student absences in line with college procedures and to record all contacts as required.
11. Make telephone contact with parents/carers as required, particularly in relation to student attendance and welfare.
12. Undertake general reception duties as required, ensuring professional, efficient and responsive front of house service.
13. Ensure that the student Code of Conduct is complied with, and to support the College's student management procedures.
14. Actively promote and contribute to the College's Equality, Diversity, and Inclusion (EDI) policies and practices.
15. Contribute to the ongoing development and improvement of college systems, processes and quality standards
16. Such other tasks directed by the principal as may be necessary commensurate with the nature and level of responsibility of the post.
17. Maintain a good knowledge of the site, relate to students, staff and site users and match knowledge and action according to needs.
18. Provide first aid support across the college as required, including responding promptly to incidents, administering appropriate first aid within level of training, maintaining accurate records of incidents, and liaising with emergency services, staff and parents where necessary. Ensure first aid supplies are monitored and replenished and contribute to maintaining a safe environment for all site users.

<p>Selection Criteria: A= Application Form I = Interview T = Test/Personality Profile</p> <p>P = Practical exercise</p> <p>*The selection criterion is for guidance only and alternative methods may be used to assist the selection process</p>	<p>Essential or Desirable</p>	<p>Method of Candidate Assessment * A, I, T or P</p>
1. Good general education, including at least GCSE grade Pass (or equivalent) in English.	E	A
2. Good and effective communication.	E	A,I
3. The ability to respond calmly and decisively to a range of people management situations.	E	A,I
4. The ability to engage effectively with students.	E	A,I
5. A thorough understanding of the College values and how to promote these values to students.	E	I
6. A commitment to student success.	E	I
7. A commitment to equal opportunities and diversity.	E	I
8. A responsive and flexible attitude to changing needs and demands.	E	I
9. Self-motivated with a high level of personal initiative.	E	I
10. Franklin College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.	E	A, I
11. Current First Aid qualification (emergency first aid at work	D	A
12. Willingness to undertake first aid training	E	A, I

GRADE OF POST: Sixth Form College Support Staff Pay Spine point 3 (currently £24,759 FTE)
 $30/37 * 195/229 = 0.6904 = £17,094$ per annum

HOURS OF WORK 30 hours, term time only
Monday 08:00 – 17:30 (1 hour lunch)
Tuesday - Thursday 12:00 – 17:30
Friday 12:00 – 17:00