



Gloucestershire College is advertising this role on behalf of Gloucestershire Facilities Management (GFM).

About the Role – Employment Details

Post Number	A092a
Job Title	Evening Duty Manager/Receptionist
Salary	£30,270.46 pro rata (actual £9,531.64 per annum)
Contract Type	Permanent – Part Time/Term Time Only 13.5hrs per week - 38 weeks
Campus	Cheltenham
Department	Estates
Reporting To	Estates Manager
Holiday	TTO

About the Role – Meet the Team

This role is open to external candidates, and we welcome applications from individuals who may be new to the education sector but bring strong leadership, customer service, facilities, security, or operational experience from other environments. If you enjoy responsibility, problem-solving, and supporting others in a fast-paced setting, this could be an excellent next step in your career.

Working at the College offers more than just a job. You'll be part of an organisation committed to developing its people, with access to training, learning opportunities, and support to help you succeed in a management role.

In return, we offer a collaborative and inclusive working environment, the chance to make a real difference to the student and staff experience, and the stability and benefits that come with working in further education. No two evenings are the same, making this an engaging and rewarding role for someone who thrives on variety, responsibility, and being a key point of contact on campus.





About the Role – Duties and Responsibilities

- To act as Fire Evacuation Coordinator in the event of Fire
- To oversee evacuation of the building as required
- To be the first point of contact in the event of an accident to persons on the premises
- To be emergency coordinator as required
- To be the first responder for any first aid requirements.
- To undergo detailed training and update training as required.
- Welcome students, staff and visitors and to deal with any enquiries, including complaints, that may arise in person at the reception counter, by telephone or by email. Ensuring that visitors are correctly checked in and are aware of the Health and Safety procedures.
- To support the enforcement of the Safeguarding Policy by issuing relevant passes to students, staff and visitors.
- Record, manage and where possible restore lost property.
- Set and maintain acceptable levels of presentation and standards of service.
- Undertake general reception administrative duties.
- Line manage Estates staff on duty during the evening.
- Work to agreed quality standard and actively contribute to the development of new standards and procedures.
- Promote equality and diversity and implement the College's Equality and Diversity Policy.
- Provide a secure, safe and friendly learning environment including implementation of the College's Health and Safety Policy.

About the College – Our Expectations

- Take an active part in the 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"> – Previous experience of working with the public in a front of house position – Previous experience of administration work with experience of windows-based software – Capable of working without supervision – Willing and able to deal with difficult customers – Experience of supervising others
Desirable	<ul style="list-style-type: none"> – Health & Safety Qualification such as IOSH managing safety – First Aid Qualification

The Perfect Person for us will demonstrate

Abilities	<ul style="list-style-type: none"> – Able to make decisions under pressure in emergencies. – Ability to organise time effectively with a varied workload – Excellent attention to detail – Excellent communication skills – ability to communicate with a diverse range of people – Excellent telephone manner – Able to work to high standards and stay calm under pressure – Willing and able to use own initiative. – Ability to organise time effectively with a varied workload – Approaches difficulties with a positive attitude. – Committed to delivering the highest possible standards of customer service and undertaking the role to the highest possible standard. – Committed to safeguarding young people and vulnerable adults.
Job Circumstances	<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.