



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

About the Role – Employment Details

Post Number	A192
Job Title	Receptionist
Salary	£25,229.17 - £27,028.63 pro rata (actual £12,614.59 – 13,514.32 per annum)
Contract Type	Permanent, Part Time 52 weeks per year, 18.5 hrs per week
Campus	Cheltenham
Department	Estates
Reporting To	Facilities Supervisor
Holiday	27 days pro rata + 3 Days Christmas Closure
Pension	Peoples Pension 4 or 5% contribution matched.

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.

The purpose of this role is to provide a reception function in keeping with a professional and welcoming front of house image appropriate to the College, and to provide Duty Manager cover as required.

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.

We provide an empowering, values-based environment where we all play a part in inspiring a future generation, working towards an inspirational vision. We are passionate about learning and pride ourselves in developing our staff; we will support you both professionally and personally to develop all the skills necessary to make this your next success.

We value mutual respect and believe that trust, respect, and civility bring out the best in people. We also work collaboratively utilising the different knowledge, skills, and experiences we each have; we strive to create an environment where everyone can give of their best. Working with committed colleagues, we also offer an attractive benefits package, please click on the benefits link to find out more about the range offered.





About the Role – Duties and Responsibilities

Receptionist

- Provide a professional and friendly service for internal and external customers, welcoming staff and visitors dealing with any enquiries that may arise. Ensuring that visitors are correctly checked in and are made aware of the Health & Safety and safeguarding procedures.
- Set and maintain high levels of presentation and standards of service.
- Maintain Reception diary and associated paperwork/online records, including event and interview lists.
- Car park management administration.
- Receive and sort incoming internal and external mail, including the logging of parcels and recorded delivery items and associated tasks.
- Monitor and respond to GC Service Desk requests and reception email accounts.
- Supporting the college transport systems, responding to minibus enquiries, booking of vehicles, issuing keys/paperwork/bags. Maintaining associated paperwork.
- Supporting the administration of the access controls systems, including Keys and card access control.
- Undertake clerical tasks supporting the Estates Department.
- Work as part of a team during emergency situations, such as fire evacuations.
- Work to agreed quality standard and actively contribute to the development of new estates standards and procedures.
- Record, manage and where possible return lost property.
- Ensure that the reception area, including notices and waiting areas, is maintained in accordance with the agreed protocol and is constantly neat and tidy thus always projecting a professional image.
- Summon first aiders and emergency services when required.
- Assist during Open Evenings.

Duty Manager Cover

- Respond appropriately in line with procedures to the event of a fire / emergency alarm activation, co-ordinating the investigation team and estates staff, liaising with rota Incident Manager as required including, if appropriate, the effective evacuation of the building.
- To be the first point of contact in the event of an accident to persons on the premises.
- To be the emergency co-ordinator (e.g., bomb threat, flood, gas leak, serious first aid incident) and recognise the nature of the emergency and the impact it may have on people, property, reputation or discipline and act accordingly.
- To triage emergency customer and student discipline situations, such as the threat of violence, thefts, complaints, drugs and weapons and property damage, contacting the relevant authorities such as Police or other external agencies, Safeguarding team or relevant staff member.





About 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
Desirable	<ul style="list-style-type: none"> – Experience of working with young people – Working knowledge of Health & Safety – Experience of diffusing confrontational behaviour – Experience of dealing with emergency situations – Willingness to participate in the First Aid Rota - 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. – 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 Update Service DBS check or be willing to undertake. – 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.

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

Safeguarding

At Gloucestershire College, we are committed to promoting the welfare and safeguarding of our young people and vulnerable adults. The College expects all students, staff and visitors to share this commitment. Safer recruitment practices are an essential part of this commitment.

If shortlisted, you will be required to complete a self declaration of any criminal record or other information that may make you unsuitable to work with children. This includes explaining any gaps in employment. Applicants will be required to disclose any cautions, convictions, reprimands or final warnings in line with the Rehabilitation of Offenders Act. The College is committed to the fair recruitment of ex-offenders in line with its policy and legal responsibilities.

Candidates will be asked to provide evidence of their right to work in the UK. Satisfactory references and online searches will also be completed as part of the safer recruitment process. The online search reviews publicly available information, including social media, to identify any concerns that may require further discussion. References may be requested either before interview, with consent, or following an offer of employment.

All successful applicants will be required to complete an enhanced DBS check appropriate to the role.

