Job Title: College Receptionist and Administrator (Old Court Place (OCP) front desk)
Report to: Hien Nguyen – Head of Administration

Job purpose

To undertake and support the Principal, Director of Studies (DoS) and the Head of Administration in the management, development and implementation of effective and efficient procedures and processes for the administration at Ashbourne College and to contribute to the development and maintenance of an effective and efficient administration team to achieve Ashbourne's aim to be the leading sixth form college in London.

1   Calendar management

1.1   Ensure that the team follow the calendar appointments and rooms are allocated for meetings.

1.2   Manage the DoS' calendar which includes:

   1.2.1 booking appointments.
   1.2.2 contacting students, staff, parents regarding appointments.
   1.2.3. reminding the DoS about upcoming events and timescales.
   1.2.4 rebook appointment for the DoS.

1.3   Ensure the calendar is checked every morning and evening to have an awareness of what is going on and to ensure there are no double bookings.

2   Reception at Old Court Place

2.1   Overseeing day-to-day operations of the reception, including ensuring OCP reception is covered during working hours.

2.2   Ensure all visitors are signed in and out and direct them to the right department.

2.3   Ensure phone calls are dealt with promptly and professionally.

2.4   Keep reception tidy and presentable.

2.5   Assist students with confirmation of studies letters and bank registration.

2.6   Assist students and staff with booking rooms and contacting tutors and various staff.

2.7   Accept all letters and packages and distribute them to their appropriate departments and inform staff if a parcel has arrived.

2.8   Sign for exam related materials and log these in the exams log. Ensure that all exams related deliveries are locked away immediately and securely.

2.9   Ensure all laptops are locked away at all times.

2.10   Liaise with the facilities team regarding deliveries.

2.11   Issue late slip cards and enter students' absence and lateness into 'Rang in ill'.

2.12   Monitoring the library to ensure it remains a quiet study area.

2.13   Open up and lock the building when required.

2.14   Do not leave reception unmanned; it is not covered by another member of the team.

2.15   Report any non-functioning printers and photocopiers to the facilities team.

2.16   Ensure the CCTV is working and monitor who is coming in and out of the building.

3   Interviews

3.1   Liaise with admissions department about prospective student interviews.

3.2   Greet all interviewees and have them complete admissions forms when applicable.

3.3   Take copies of passports, school reports that the student may have been asked to bring in with them.

3.4   Ensure the interviewees receive a copy of the prospectus and any other relevant brochures.

3.5   Ensure guests are comfortable and admissions are kept up to date regarding various stages of interview process.

3.6   Set up all admissions test for the interviews and ensuring a room is booked.

3.7   Ensure the iPad is locked away following interviews.

4   Stock check

4.1   Build up stock check for the main building and collect information from other Ashbourne premises in order to ensure stock levels are maintained across all buildings.

4.2   Go through the stock check order with the Principal before placing the order.

4.3   Ensure that all classrooms have sufficient study materials available.

4.4   Ensure that all study materials are sufficiently stocked and available.

4.5   Order toners for all printers in the college.

4.6   Order First aid stock when required.

4.7   Order the coffee pods for OCP and Young Street.

4.8   Monitor the paper stock order across all premises.

4.9   Contact the milkman to change orders depending on the time of year.

5   Report checking

5.1   Ensure that reports are checked and done accurately before they go live each half term.

6   Ashbourne's portals

6.1   Ensure that student, parent and staff portals are checked on a regular basis.

6.2   Ensure that the information displayed in the student, parent and staff portals is always up to date.

6.3   Liaise with the IT department for any query and ensure that all issues are resolved.

7   Other support

7.1   Help organise students for teacher trial lessons.

7.2   Organise birthday cards for the administration team.

7.3   Help with the room set-up for teacher trials.

7.4   Support the exams department when required.

7.5   Any other task requested by your line manager, Director of Studies or the Principal.

7.6   Keep track of the staff lockers in OCP and order new keys when necessary.

8   Health and Safety

8.1   Be the Deputy Fire Marshal for OCP. In the event of the fire, your role is to stand at the front door to stop anyone entering the building.

8.2   Deputise for the Lead Fire Marshal in their absence.

8.3   Help with the evacuation of students during a fire.

8.4   Help with the securing-in of students during a lock-down.

8.5   Provide first aid support to staff, students and visitors in line with the First Aid Policy.

8.6   Update the medical room usage sheet when this is used by staff or students.

8.7   Supervise and monitor any student using the medical room with regular checks.

8.8   Consult Ashbourne's Health and Safety Policy for any further questions.

9   Safeguarding

9.1   Read and follow the guidance set out in the most recent publication of KCSIE (Part 1).

9.2   Ensure you are aware of who is on the Safeguarding team at Ashbourne.

9.3   Report any concerns you have to the Designated Safeguarding Lead and log this using FileMaker.

9.4   In an emergency, should you have an urgent concern, inform the correct authorities, this is a legal obligation.

9.5   Follow up on any safeguarding concern you have reported.

9.6   Ensure all staff, students and visitors are wearing the correct lanyard.

9.7   Consult Ashbourne's Safeguarding Policy for any further questions.

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10   Data Protection

10.1   From common sense (for example, never revealing contact details of any member of the Ashbourne community without proper authority) to more sophisticated issues of cyber-security and cyber-crime, you are expected to have sound, comprehensive understanding of data protection at Ashbourne. Please refer to: data protection privacy notices, the acceptable use of IT agreements and the data protection policy.