

ADVERT

Receptionist (Maternity Cover)

Ref: ME2122093

(Post is fixed term maternity cover for a period of 1 year or until the post holder returns, whichever is sooner) - Start Date: Monday 3rd October 2022

Hours: 37 hours per week

Working Pattern: Monday to Thursday 0830 - 1700 - Friday 0830 - 1600

Salary: In the range of £19,824 - £20,614 per (Dependent on skills, experience and qualifications)

Reporting to: Services Coordinator

Primary Location: Booth Lane Campus, Northampton

Closing Date: Tuesday 23rd August 2022

Interview Date: TBC

About Northampton College

Northampton College is proud to be the leading provider of further education in the South East Midlands region. As a College, who have been rated by Ofsted as 'good' with outstanding features, we are committed to developing the professional and technical skills of our students, who are the workforce and leaders of the future.

The Team

The Reception, Post and Print Team are very proud to support Northampton College's culture of high standards, an inclusive working and learning environment, and a professional committed workforce who are focussed on supporting our students to achieve the best they possibly can.

The Role

The entrance to our Campus at Booth Lane, is a busy vibrant area and the role of the Lead Receptionist is to act as an ambassador for the College by welcoming all visitors in a warm, courteous and professional manner in line with our values of inclusivity, respect and helping each other to enhance the lives of our students. You will also coordinate a central communication point to support and protect the wellbeing of our students their parents/guardians and staff throughout the day.

The College's central telecommunication system is also located within the reception area, and you will be required to handle all telephony enquires in the same warm, courteous and professional manner. The focus of this post is to ensure that all customers, students and staff receive the highest standard of customer care throughout the day, in line with the College's policies and procedures. As part of the wider team, full training will be given to enable you to support both the print and post roles during periods of annual leave and absence.

The Successful Candidate

The successful candidate's knowledge, skills, experience, abilities and qualities will include:

- Educated to level 2 GCSE standards
- Experience of working within a customer service focussed, face to face environment.
- Experience of dealing with customers over the telephone
- Strong keyboard and/or word processing skills using Microsoft Office Packages
- High levels of attention to detail
- Ability to prioritise a changing workload.

Rewards and Benefits include

- 35 days pro rata annual leave, comprising 24 personal days, pro rata (1 September – 31 August), including 8 bank holidays and 3 closure days. The College reserves the right to designate up to 3 closure days per holiday year
- Discounts through membership of the NUS, ranging from Student Prime (Amazon), to eating out, fashion, beauty, entertainment, technology and travel
- Eligible to join the Local Government Pension Scheme (a defined benefit scheme including an employer contribution rate of 22.9%)
- Access to continued professional development
- Free car parking and electric car charging facilities
- Gym facilities
- 24 hours per day, 365 days per year Employee Support Helpline
- Enhanced maternity/shared parental and paternity schemes
- Paid Compassionate Leave - up to five working days paid absence (in a rolling twelve-month period) on compassionate grounds in the event of bereavement or serious illness of a close relative)

If you would like to be a part of our successful team please go to <https://www.northamptoncollege.ac.uk/working-for-us.html> for further details on how to apply.

Job share will be considered for this post

This post will require a Disclosure and Barring Service (DBS) check

Job Description & Person Specification

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Northampton College

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The College has a culture of high expectations and high achievement, with 95% of students passing their qualifications and 94% progressing into employment or further study. The expertise, professionalism and commitment of all our staff is critical to the students' and College's success as we strive for excellence in everything we do and our ambition to be an outstanding College.

Values

- Respecting and helping each other
- Engaging people through teaching with expertise and enthusiasm
- Developing people through learning
- Bringing out the best in each other
- Playing our positive role in our community

Working as part of the team

The Reception, Post and Print Team are very proud to support Northampton College's culture of high standards, an inclusive working and learning environment, and a professional committed workforce who are focussed on supporting our students to achieve the best they possibly can.

Role Specification


The post-holder will be required to:

- To project a welcoming ethos, in line with the College's Mission, Vision & Values.
- To welcome everyone to the College in a professional, calm, and courteous manner.
- To liaise with the emergency services and College trained First Aiders as and when appropriate.
- To coordinate a central communication point to support and protect the wellbeing of our students their parents/guardians and staff throughout the day and into the early evening.
- To build strong inter team relationships to aid information gathering and problem solving.

- To provide an effective first point of contact for our telephony customers.
- To deliver the College's Access Policy for all visitors, students, and staff to the College.
- To maintain effective Diary, Lost Property and Visitor's Systems.
- To coordinate an effective handover from daytime to the Evening Duty Manager and Evening Security Teams – and to assist when necessary with support and training during staff changes.
- To handle incoming postal items and coordinate collection with the Estates Team.
- You will be required to support and undertake the duties of the wider team, ie Post and Reprographics during periods of increased workload, holiday or periods of absence – full training will be provided.
- You will be required to support the College by being able to offer a flexible working pattern to support core working periods, such as start of term, our part time evening teaching programme and College open events.
- To liaise with the College's Estates Team, via radio as and when appropriate.
- To assist the services Coordinator in maintaining the power failure telephone support lines located on each of the College's site.
- To support the wider Directorate, in their day-to-day business.
- Maintain a tidy and safe working environment and ensure that the College's Health and safety procedures are always adhered to.
- Work effectively with colleagues to continue to improve the quality of service provided to internal and external customers of the College.
- To be available for team meetings, or joint meetings with managers from time to time.

Generic Business Support

- To support and contribute to the friendly and supportive ethos of the Faculty/Department, particularly in communications with learners and staff
- To maintain the highest professional standards
- To participate on appraisal and staff development
- To treat colleagues with dignity and respect

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- To demonstrate an understanding of the significance of equality of opportunity and diversity, and implement it in all aspects of your work
 - To ensure a healthy and safe working environment at all times, and take reasonable care for your own safety and that of other College users
 - To comply with all approved College policies and procedures
 - Ability to travel to other College sites as and when required.

The above list is not exhaustive. The responsibilities and duties may vary from time to time without changing the character of the post. You will be expected to adopt a flexible approach to ensure the efficient and effective running of departments.



Other Information

Dignity, Diversity and Inclusion

Northampton College is proud of its diverse cohort of students and is committed, morally and through statute, to the values of equality, diversity and inclusion.

To embed this throughout the College we encourage and welcome applications for job vacancies from people of all backgrounds. Our recruitment and selection processes incorporate anonymity of protected characteristics at both the shortlisting of applications stage and through selection process, wherever feasible.

This, along with other measures that promote full and fair consideration of all applications, along with the College's implicit ethos of inclusion, enables the College to promote equality of opportunity and eliminate unlawful discrimination on the grounds of: sex; race; disability; age; sexual orientation; gender reassignment; religion or belief; marital status, or pregnancy and maternity.

All members of the College's staff community are required to adhere to and promote the College's values of respect for each other, dignity, diversity and equal opportunity, enabling the continual evolution of a culture of inclusion, where diversity and difference is embraced and open, positive discussion is genuinely valued.

As importantly, the College will not tolerate unlawful discrimination, harassment or victimisation within the organisation.

Northampton College prides itself on being the College of the community and its role in enabling access to education and the provision of an inclusive learning environment, where respect and differentiation in learning is fundamental to our students' success.


Safeguarding

The College is committed to the safeguarding the welfare of its students, staff and visitors.

Safeguarding checks, for example obtaining employment references and the completion of Disclosure & Barring Service (DBS) checks for all new/potential employees and regular visitors to the College, help ensure the safety of our College environment.

It is compulsory for all staff to complete safeguarding training both at the start of their employment and regularly throughout their employment to ensure they have the knowledge to fulfil their safeguarding responsibilities in respect to keeping children safe in education. This includes being able to work with students to develop their understanding of the values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs, and for those without faith.

The College has policies and procedures in place to deal effectively with child protection and safeguarding issues, including those which align with the PREVENT counter-terrorism strategy.



Additionally, the College has robust Safeguarding recording and monitoring processes which correlate with current safeguarding legislation.

Professional Development and Performance and Appraisal Reviews

In addition to mandatory training in respect to Equality and Diversity, Safeguarding and Data Protection (and any other training that the College considers all members of the staff community to undertake), professional development opportunities are available to all members of staff to help them to reach their full potential within their role.

The ability of all members of our staff community to reflect on their performance and both areas of success/achievement and development is a fundamental aspect of the College's ability to continue to improve its quality and outcomes for students. In joining Northampton College, you will be expected, as a professional in your area of expertise, to continually seek ways to enhance your contribution to the organisation, with the Performance and Appraisal Review, with your line manager, being one element of this.

Health and Safety

Under the Health & Safety at Work etc Act 1974, in addition to the College's responsibility to the welfare of its staff community, it is the responsibility of individual staff to take care of their own health and safety at work and that of others who may be affected by their actions.

All members of the College community are required to comply with health and safety obligations, including the prompt reporting of any defects, risks or potential hazards.

Data Protection

The College's stakeholders should be confident that the College hold data in accordance with the Data Protection Principles of: Lawfulness, Fairness and Transparency; Purpose Limitation; Data Minimisation; Accuracy; Storage Limitation; Integrity and Confidentiality (Security), and Accountability.

As such, there are internal policies and controls in place to ensure that data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by those authorised to do so in the performance of their duties. It is paramount that all usage and retention of data complies with the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Computer Misuse Act 1990 and that, as an employee you adhere with all protocols in this regard.

Person Specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
Qualifications		
<ul style="list-style-type: none"> Educated to level 2 GCSE standards and/or relevant experience 	E	A
<ul style="list-style-type: none"> Grade 4/C GCSE English and Maths 	D	A
<ul style="list-style-type: none"> CLAIT or ECDL qualification 	D	A
Experience		
<ul style="list-style-type: none"> Experience of working within a customer service, face to face environment 	E	A/S
<ul style="list-style-type: none"> Dealing with customers over the telephone 	E	A/S
<ul style="list-style-type: none"> Experience of dealing with members of the public & young people 	E	A/S
<ul style="list-style-type: none"> Strong keyboard and/or word processing skills using Microsoft Office Packages 	E	A/S
<ul style="list-style-type: none"> High levels of attention to detail 	E	A/S
<ul style="list-style-type: none"> Ability to prioritise a changing workload 	E	A/S
<ul style="list-style-type: none"> Knowledge of GDPR 	D	A/S
<ul style="list-style-type: none"> Experience of liaising with the emergency services 	D	A/S
<ul style="list-style-type: none"> Experience of Reception including telephony 	D	A/S
Knowledge/Skills/Abilities		
<ul style="list-style-type: none"> Ability to communicate clearly and concisely at all levels whilst understanding your customer's needs 	E	A/S
<ul style="list-style-type: none"> Ability to be self-motivated, to reflect on own performance within a role and to identify areas of learning/improvement 	E	A/S
<ul style="list-style-type: none"> Ability to multi task whilst having exceptional attention to detail 	E	A/S

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.	Essential/ Desirable	Assessment Method
<ul style="list-style-type: none"> Flexible approach to work and work area, working outside normal hours when reasonably required to do so 	E	A/S
<ul style="list-style-type: none"> Understanding of safeguarding as it pertains to the Further Education Sector 	E	A/S
<ul style="list-style-type: none"> Understanding of the benefits of equality, diversity and inclusion within society 	E	A/S
<ul style="list-style-type: none"> Understanding of the principles of Data Protection 	E	A/S
<ul style="list-style-type: none"> Ability to travel effectively, for example to other College campuses (Daventry and Northampton) 	E	A/S
<ul style="list-style-type: none"> Experience of working with a diverse range of customers 	E	A/S
Qualities		
<ul style="list-style-type: none"> Strong work ethic 	E	A/S
<ul style="list-style-type: none"> Collegiate 	E	A/S
<ul style="list-style-type: none"> Innovative 	E	A/S
<ul style="list-style-type: none"> Flexible 	E	A/S
<ul style="list-style-type: none"> Team, customer and organisation focussed 	E	A/S
<ul style="list-style-type: none"> Reliable 	E	A/S
Level of Physical Ability and Activity		
<ul style="list-style-type: none"> Occasional lifting may be required 	E	A
<ul style="list-style-type: none"> Need to move around site will be required 	E	A

E = Essential **D** = Desirable

A = Application Form **S** = Selection Process