



HIGH
SPEED
RAIL

NATIONAL COLLEGE FOR
HIGH SPEED RAIL

JOB DESCRIPTION

Job title: Receptionist/Administrator- Job share 0.6 FTE/ part-time

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Salary	£15,000 -19,190 dependent on experience
Hours	37.5 per week (job share or part time working requests will be considered)
Location:	Doncaster- College site on Carolina way
<p>The location, hours of work and duties could be varied according to the needs of the service.</p> <p>Interview date: Thursday 2nd May 2019</p>	

1. Context

The National College for High Speed Rail is a brand new incorporated FE College that has been established to train the next generation of the rail workforce. Covering the breadth of the rail industry from design to people experience, construction, maintenance and operations, the College is training learners from the age of 19 in a range of Higher Apprenticeships and higher education qualifications. Learners who have attended the College will gain skills that enable UK employers to support the development and running of HS2 and future high speed rail projects at home and around the world.

The College's vision is to pioneer technical excellence, setting new standards for collaboration and diversity in what will be a major growth industry for the UK in future years. We opened our doors to students in September 2017, with two main hub sites in Birmingham and Doncaster and a network of 'spokes' via partner arrangements across the UK.

2. Job purpose

The post holder will be the first point of contact for students and any visitors to the College and be responsible for the administration and organisation of all aspects of activities at the main reception area. The role requires efficient multi-tasking and proactive attention to detail with a customer-friendly focus and due regard to the College's policies and procedures. There are also particular responsibilities for the operation of the telephone system and to support internal and external events.

The post holder also has responsibility for providing general administrative support for all aspects of the College's administrative function, as part of the College administrative team, ensuring support is timely, accurate, effective, friendly and professional and conforms with College policies and procedures.

3. Reporting relationships

The postholder will be responsible to the Head of Learner Experience

4. Accountabilities

- To respond to queries from students, staff and visitors giving information and advice as appropriate.
- To operate the switchboard, receiving and making calls, taking messages and ensuring efficient delivery of messages.
- To receive and sign for deliveries to the College and to ensure that parcels are sent on to the appropriate departments.
- To ensure that the Reception Office, as the front-of-house for the College, is kept in good order.
- To use relevant ICT resources to provide effective and responsive services, including routine use of the student database.
- To provide support on password resets on the IT system.
- To sort, collate and distribute internal and external mail, faxed documents and emails as required.
- To make and facilitate arrangements for visitors.
- To work as a member of the administrative team, providing cover as required for absent colleagues within the office. This will include CRM transactional information and reporting, organisation of travel/accommodation.
- To support staff with administration for teaching activities.
- Use internal business systems to facilitate administration e.g. room booking system, travel booking system, finance system
- To attend to the main photocopier, order and allocate stationery.
- To assist with organising College events, as required.
- To provide staff and student lists for evacuation purposes and to support senior staff in the event of an emergency.
- To be aware of and comply with all policies and procedures, particularly those relating to child protection, health and safety, security, confidentiality and data protection, reporting any concerns to an appropriate person.
- To participate in training and other learning activities and performance development as required.
- To participate in appropriate meetings as required within the College.

- To undertake any other associated clerical or administrative functions within the College commensurate with the level, grade and requirements of the post as requested by members of the Senior Leadership Team.

5. Other

- The College is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all employees and volunteers to share this commitment.

Person specification

This person specification lists the competencies expected

Sections	
Skills, knowledge and aptitudes	<ul style="list-style-type: none">• GCSE English and Maths Grades A-C desirable• Confident IT skills in MS Office products (training will be provided)• Strong organisational and time/task management skills, completing tasks to deadlines and standards when juggling competing priorities and interruptions• Commitment to supporting and promoting the College Vision and Values
Experience	<ul style="list-style-type: none">• Prior relevant experience of reception work/administration
Personal attributes	<ul style="list-style-type: none">• Excellent communication and interpersonal skills, combined with enthusiasm for providing a high quality service with a flexible/adaptable attitude• Capacity to work independently with minimal supervision but also as part of a team, learning new skills and adapt to business changes• Excellent team working skills with the ability to work collaboratively and cooperatively
Special requirements	<ul style="list-style-type: none">• NCHSR is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and individually take responsibility for doing so.