

**Job Title:** Reception Manager

**Responsible to:** Director of Adult and Higher Education

**Responsibilities:**

- Acting as receptionist, ensuring a warm and friendly atmosphere and good customer care for callers in person and on the telephone
- Co-ordinating registers, tutor folders and learning agreements and passing on messages from students
- Assisting with the day-to-day communication between tutors, students and other members of staff
- Dealing with requests for resources from tutors and booking equipment
- Producing mailshots for curriculum areas, updating data as necessary
- Cancelling classes by phone, email, text as necessary
- Acting as retained first aider (and therefore completing any necessary training to complete this role)
- Act as line manager to the day time receptionists and ensure AHED evening/weekend receptionists are included by:
  - Ensuring appropriate cover on reception including at weekends
  - Organising clerical work to be done
  - Inducting and supporting reception staff to provide pre-enrolment information, to ensure smooth admissions and, when necessary, enrolment process for students and prospective students
  - Ensuring post, fax, telephone calls and e-mails are dealt with appropriately
  - Keeping the reception guidelines up to date for day and evening/weekend reception staff
- Train relevant reception staff how to change student passwords
- Train reception staff how to add funds to student print accounts
- Coordinate evening receptionists at the sixth form – ensure staffing meets timetabling needs
- Coordinate information for Matrix Accreditation ensuring that evidence is maintained against the current standards and information/advice given by AHED staff complies to the Matrix standards
- Advise Director of Adult & Higher Education and Head of Curriculum of requirements, for information, advice and guidance service to adults in preparation of annual Matrix Accreditation assessment
- Making purchases and recording use of the College credit card
- Act as point of contact with the estates team/AHED caretaker
- Manage Counselling Level 2 and 3 applications, maintaining a spreadsheet, sending out a letter and enrolment form
- Manage the GCSE application and assessment process
- Monitoring the leisure email and respond to enquiries in collaboration with the Leisure Head of Curriculum
- Prioritising the safeguarding of all students and participate in training on safeguarding matters
- Contributing to the elimination of unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.
- Any other tasks reasonably required by the Principal/Director