

**Job Title:** Reception/Admissions Assistant

**Responsible to:** Reception Manager

**Responsibilities:**

- Acting as receptionist, ensuring a warm and friendly atmosphere and good customer care for callers in person and on the telephone
- 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
- Support students and staff with IT issues
- Add funds to student print accounts
- Order supplies/stationery for AHED
- Making purchases and with the College credit card
- Monitor Counselling Level 2 and 3 applications, maintaining a spreadsheet, sending out a letter and enrolment form
- Coordinate the GCSE application and assessment process, maintaining a spreadsheet, sending out a letter and enrolment form
- Coordinate the ESOL application and assessment process
- Monitoring the leisure email and respond to enquiries in collaboration with the Leisure Head of Curriculum
- Support the leisure and language departments on an ad hoc basis
- 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