JOB DESCRIPTION

Post Title:	Evening Receptionist
Post Reference:	
Department:	Student Experience and Infrastructure
Responsible to:	Coordinator - Student Experience & Attendance

Overall Purpose of the Role : **(Summarise the key responsibilities to achieve the overall purpose of the role and attach the organisational chart appropriate to the area)**
To provide a high quality, comprehensive, efficient and friendly reception service (Front of House) to Fife College. To assist the Student Experience & Infrastructure Team in providing efficient and effective service to the College and its clients.

Key Responsibilities **(Detail the key responsibilities and activities to ensure the overall purpose of the role is achieved)**
1. To be the first point of contact for students/visitors to Fife College, ensuring that they feel welcome and offering a first class information service. 2. To deal effectively with requests and answer queries. 3. To take responsibility for processing each enquiry through to a satisfactory outcome. 4. To provide each visitor with a visitor badge and monitor the visitor system. 5. To advise staff promptly that visitors have arrived. 6. To have a working knowledge of college wide products, services, systems and processes in order to be able to provide high levels of customer service. 7. To develop internal relationships, liaising with other members of staff where complex

issues require their assistance e.g. process, legal issues, student funding enquiry, course enquiry, commercial bookings, course viabilities, applications etc. ensuring a prompt response to client enquiries.

8. Ensure all enquiries, bookings, applications and payments etc. are processed and logged appropriately, producing accurate documentation in a timely manner ensuring all information is correctly entered in to a relevant system (s) as required, following college processes, policies and procedures at all times.

9. Partake in appropriate training and skills development as might be identified to fulfil requirements of the role, ensuring that your knowledge of Student Experience & Infrastructure department, Curriculum and Commercial Activity is kept up to date and relevant.

10. Manage the process of checking deliveries and mail arriving at Receptions and arrange for distribution as appropriate in liaison with other College Departments.

Key Contacts/ Relationships
(Detail the internal and external contacts and relationships

External contacts include: General public, students, commercial clients, suppliers,

agencies and business partners etc.

Internal Contacts include: All curriculum and support teams.

PERSON SPECIFICATION

POST : EVENING RECEPTIONIST

CRITERIA	ESSENTIAL	METHOD OF ASSESSMENT	DESIRABLE	METHOD OF ASSESSMENT
Education & Qualifications	• Educated to minimum of HNC Level in a relevant subject (SCQF Level 7).	Application Form		
Experience	• Administrative Experience. • Experience of data entry. • Dealing with a wide range of customers and providing high levels of service. • Planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives. • Supporting and encouraging others with a flexible approach to delivering team results and actively contribute to building team morale. • Working across team boundaries to build and strengthen working relationships and systems.	Application form / Interview		
Skills/ Attributes	• Effective Communication skills. • Ability to react and be flexible to changing • priorities. • Excellent time management skills ensuring deadlines are met. • Good numerical skills, keyboarding and • good attention to detail.	Interview	• Knowledge of College Student Information policies and procedures.	Interview

	• Ability to deal confidentially and effectively with enquiries.			
Any Other Relevant Criteria	• The role will require frequent travel within the Fife region	Interview		

Generic Information to all Roles

The responsibilities described within the job description are not intended as exclusive or exhaustive. They are to highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of role.

It is expected that every job description will be subject to an annual review or after six months of appointment. In addition, posts may be reviewed where there is a business need.

It is expected that postholders will understand the policies and procedures within Fife College, particularly where those relate to equality and diversity, health and safety and safeguarding.

Every member of staff is expected to be a role model to others within the College and those they encounter in the course of their duties upholding the College's values.