

**JOB DESCRIPTION – Receptionist (part-time) – fixed term contract**

*Candidates are expected to spend time looking at the College website* [*www.stclares.ac.uk*](http://www.stclares.ac.uk) *which provides information about St Clare’s and the courses we offer.*

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| **JOB SPECIFICATION** |
| Title of Post | Receptionist (part-time) – fixed term contract |
| Purpose of Role  | The Receptionist is the main point of contact for visitors to the College and is situated in the entrance hall at 139 Banbury Road. The role handles all initial queries (visitors, phone calls or post) and forwards them to the appropriate department.  |
| Overview | This role is for a fixed term contract (approximately 6-8 weeks) covering an absence within the Receptionist team. The role is required for 3 afternoons a week (Tuesday, Thursday and Friday) from 1pm – 5pm. |
| Reporting Structure | The Receptionist reports into the Human Resources Manager |
| Key Responsibilities | Telephone/mail* Answer telephone calls on the main College Samsung switchboard, forward calls to the appropriate department, take and pass on messages
* Update internal telephone lists
* College mail: sort post each morning and outbound mail in the afternoon. Keeping account of daily postal records
* Ensure the correct procedure is followed when BRPs (Biometric Residence Permits) are received: immediately inform a member of the Tier 4 Compliance Team that the BRP card has arrived so that the card can be signed for.
* Marry up consignment notes against invoices for payment in relation to outgoing post
* Keep records of all parcels delivered for students or staff and liaise with the Porters’ lodge as appropriate

Visitors/front of house* Receive and welcome visitors to the College. Ask them to sign in, check their ID, provide them with a visitor’s badge and lanyard, and a visitor welcome leaflet.
* Contact the relevant person in College to let them know that their visitor has arrived. All visitors must wait in Reception for someone to collect them and must not head off unaccompanied.
* Take responsibility for front door security while on duty. Get cover from Porter/HR if it is necessary to leave the reception area.

General* Some general administrative duties which can be undertaken at the reception desk
* Support with car parking administration as required.
* Liaise with Marketing to ensure appropriate brochure stock in reception.
* Retrieve all job line details and send out information when necessary
* Provide help with room bookings if required (e.g. New Place, Function room)
* Prepare coffee and tea for Principal’s meetings on request and clearing away/ washing up as appropriate

All enquiries about College courses are handled by the individual department to which visitors requiring information would normally be referred, but the receptionist needs to be familiar with basic information on each course area. |
| **TERMS AND CONDITIONS** |
| Terms of Employment | A fixed term contract, anticipated to last approximately 6-8 weeks, working 3 days per week. |
| Place of Work | 139 Banbury Road, Oxford, OX2 7AL |
| Hours of Work | Tuesday (1-5pm), Thursday (1.30-5pm) and Friday (1-5pm) each week. Some flexibility may be required. |
| Notice Period | The contract is for a fixed term and will end automatically at the end of this period. If there is a need to end the contract earlier, the notice period is 1 week. |
| Salary / Pay | Competitive salary based on skills and experience. |
| Life Assurance | 4 x salary  |
| Meal | A free lunch is provided in the College outlet units on working days and when students are in residence. |
| Pension | A contributory pension is offered through St Clare’s group personal pension scheme, following a 3-month deferment period. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee’s contributions above 5% may be made, but do not attract a matching contribution from the employer. |
| **PERSON SPECIFICATION***The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:* |
| Knowledge, skills and experience | * Previous experience of working in a receptionist or customer-facing role is essential
* Previous experience of using a switchboard would be desirable
* Excellent telephone manner
* Excellent communication and interpersonal skills (both oral and written) and the ability to deal respectfully with students, staff and the public
* Fluent English speaker
* Good administrative and organisational skills
* IT literate – proven experience of Microsoft Office
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| Personal skills and attributes | * A personable, positive and flexible approach, recognising that this role is often the first point of contact for people to St Clare’s
* Take pride in working for St Clare’s and maintain a presentable working environment
* Capable of working independently and under his/her own initiative
* Capable of working as part of the Receptionist team, recognising the importance of a smooth handover at the end of a shift and flexibility in approach and cover
* Discretion, confidentiality and reliability
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| **References and Pre-employment Checks***St Clare’s is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.**Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.* |
| References | Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly. |
| Identity, right to work and qualifications | Original documents confirming proof of identity, right to work in the UK and relevant qualifications will be required. |
| Police checks / DBS | Police checks / Disclosure and Barring Service checks will also be undertaken for which employees / prospective employees are required to provide information and consent. Candidates who have lived and worked abroad in the last five years will be required to seek good conduct references, or the equivalent, from the countries in which they worked, as a *pre-requisite* of employment.  |
| Health questionnaire | Satisfactory completion of a health questionnaire. |

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| **HOW TO APPLY** |
| Applications | Applications must be made using the College’s standard application form which can be found on the College website at [www.stclares.ac.uk/recruitment](http://stclares.ac.uk/recruitment).CVs will only be accepted if accompanied by a St Clare’s application form. |
| Email | Applications should be submitted by email to recruitment@stclares.ac.uk |
| Post | Alternatively, send to:Recruitment, HR Department, St Clare’s, Oxford, 139 Banbury Road, Oxford, OX2 7AL |
| Contact us | Email: recruitment@stclares.ac.ukTel: 01865 552031 |
| Deadline for applications | **This role will close once a suitable applicant is appointed.** |