



JOB DESCRIPTION FOR RECEPTIONIST / ADMINISTRATOR

(Part-time)

Job Element	Detail
Job Title	Business Support Administrator
Reporting To	Operations Manager, Claire Wellstood
Department/Location	Oxford International College, 1 London Place, Oxford OX4 1BD
Main Purpose	<p>Reception duties:</p> <ul style="list-style-type: none"> To man the front desk, telephone switchboard, and reception emails To be the first point of call for students, tutors and visitors To manage college notices and TV announcement screens To securely open the college at the beginning of the day; or To securely close the college at the end of the day To keep the reception area clean and tidy To record student absences at College and to chase up students where necessary <p>Business Support / Administrator duties:</p> <ul style="list-style-type: none"> To support staff and students with photocopying, printing or typing To enter data as required on the College Management Information System (Engage) To assist tutors and students with basic admin support To monitor the CCTV screens whilst sitting at reception To assist the Examinations Department with photocopying, labelling and sorting of examination and SCIT paperwork.
Hours of Work	<p>Role 1: 4.00 pm to 9.00 pm Monday to Friday, OIC Teaching Building, Gloucester Green.</p> <p>Role 2: 4.00 pm to 9.00 pm Monday to Friday, OIC Teaching Building, St Clements</p> <p>Role 3: 8.00 am to 1.30 pm Saturdays and Sundays, OIC Teaching Building Gloucester Green</p> <p>Role 4: 8.00 am to 1.30 pm Saturdays and Sundays, OIC Teaching Building, St Clements</p> <p>Role 5: 1.30 pm to 7.00 pm Saturday and Sundays, OIC Teaching Building, Gloucester Green</p> <p>Role 6: 1.30 pm to 7.00 pm Saturday and Sundays, OIC Teaching Building, St Clements</p> <p>Role 7: 8.00 am to 4.00 pm Wednesdays and Fridays, OIC Teaching Building, St Clements</p>
Duties & Responsibilities	<p>Reception and Administration:</p> <ul style="list-style-type: none"> Front of house (reception / general enquiries / telephone responder / greeting visitors / and maintain security awareness)

	<ul style="list-style-type: none"> • Answerphone (playing / passing on messages / responding) • Managing sign-in sheets and visitors' register • Collection / distribution / organisation/ sending of post • Placing orders for stationary, paper and kitchen supplies • Administration of keys • Petty Cash • Responsible for maintaining the reception area to an acceptable standard • Making beverages for visitors and monitor visitor seating area • Car park management and booking spaces where necessary (generally quiet at the weekends) • Providing general administrative and clerical support, primarily to the Academic Principal, as well as other office staff and tutors as needed • Keeping the reception area safe and secure • Opening up college at the beginning of the day. • To record student absences at College and to chase up students where necessary • Entering student information into Engage and ensuring that the reception telephone directory is up to date • Assisting in shredding documents and an acknowledgement of the sensitive nature of some material
Skills and Experience:	<ul style="list-style-type: none"> • Excellent level of spoken and written English • Computer skills and knowledge of relevant software such as Outlook, Word, Excel (training will be offered on Engage) • Knowledge of operation of standard office equipment • Knowledge of clerical and administrative procedures and systems such as filing and record keeping • Knowledge of principles and practices of basic office management
Key Competencies	<ul style="list-style-type: none"> • Warm, friendly and welcoming personality • Good personal presentation and professional behaviour around the reception area • Outstanding communication skills - written and spoken • Ability to plan and organise impeccably • Ability to prioritise conflicting demands • Good problem-solving skills • Ability to gather and organise information • Meticulous attention to detail and accuracy • Flexibility • Adaptability • Positivity • Good team working skills • Outstanding customer service • Empathy with young people • A good level of awareness and vigilance as to who is entering the College
Critical Success Factors	<ul style="list-style-type: none"> • Ability to take the initiative and improve on systems and procedures • Positive feedback from all College members with regard to efficient retrieval of information • Positive feedback from Tutors, Students and Visitors regarding the quality of the welcome and ambiance in the office

	<ul style="list-style-type: none"> • Ability to receive and give constructive feedback well
Guiding Principles	<p>Members of staff uphold and contribute to the College's guiding principle and ethos:</p> <ul style="list-style-type: none"> • Our actions and words reflect integrity, positivity, respect & compassion, and a strong sense of service to others. • We will support our students' individual educational needs and goals, securing the best opportunities and outcomes. • The College will be an inspiring place to be, with motivated staff, stimulating and relevant courses, and excellent facilities.
Salary & Benefits	<p>£9.00 per hour Holidays (to be worked out depending on shifts)</p>

Oxford International College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Successful applicants will need to undertake an enhanced DBS Disclosure and provide referees.