

Reception Support Officer

Department: Children, Young People Education and Skills

Section: Highlands College

Reports to: Business Support Manger

JE Ref: CYP1107

Grade: CS04

JE Date: 09/12/2022

Job purpose

To provide support for all college staff by providing a reprographics service and front-line reception service as part of the administration team that enhances its customer service

Job specific outcomes

Reprographics

1. Assist all staff with reprographics requirements, maintaining high standards and working to deadline.
2. Manage the reprographics area in terms of supplies and maintenance, ensuring stationary levels are monitored and replenished regularly.
3. Ensure that the reprographics area is tidy with appropriate signage to instruct colleagues on how to access/use facilities.
4. Liaise with all college departments if assistance is required with reprographics equipment or supplies.
5. Liaise with the Finance for print/copy charges.
6. Where appropriate, instruct staff how to use the College printers for print/copying/scanning.
7. Liaise with the IT Department and relevant contractors to report and repair errors and breakdowns that occur with any of the printers in the college.
8. Receive College Post

Reception

9. Greet parents and visitors to the College and assist them appropriately, ensuring they have signed in correctly.
10. Provide cover for the switchboard, assisting callers as appropriate and liaising with parents as necessary.
11. Provide general support and cover for the front office reception team as required.

Statutory responsibilities

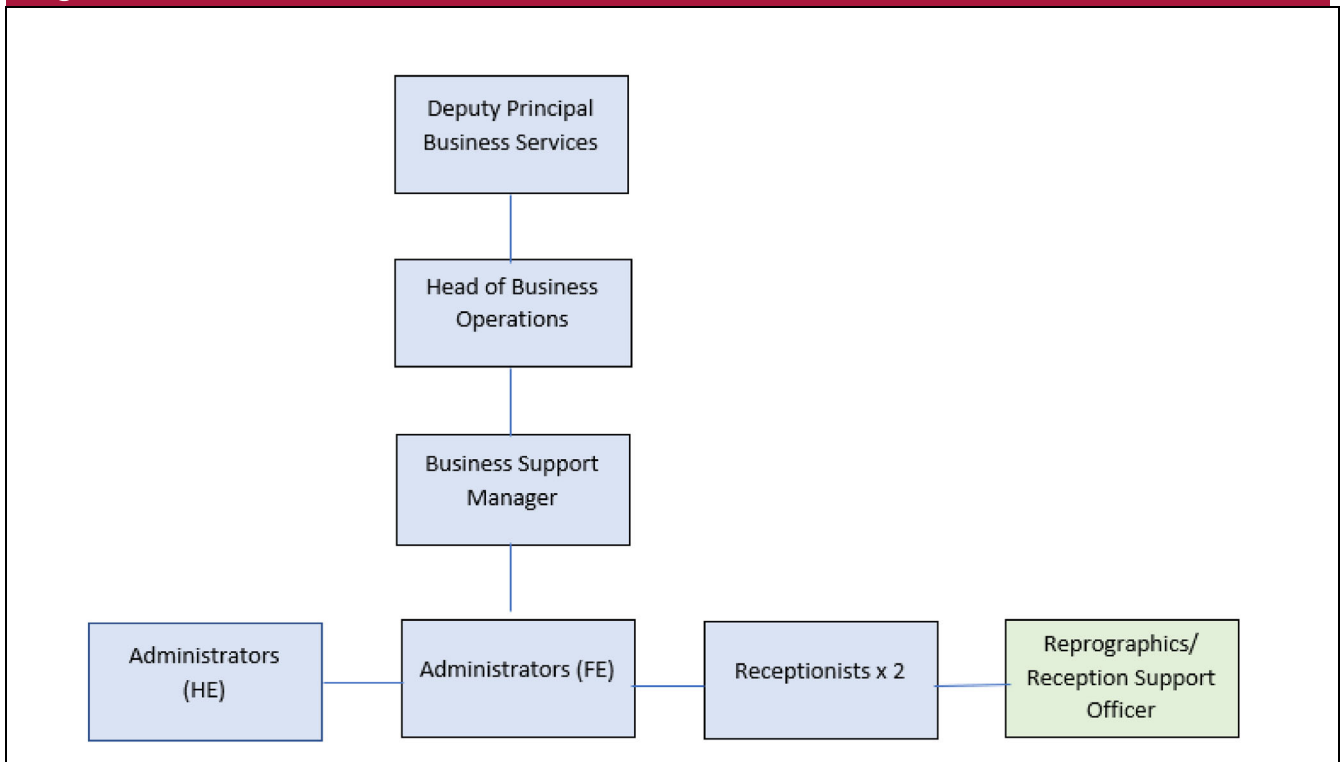
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a minimum of GCSE Level (preferably in administration or business-related areas) or able to demonstrate equivalent experience.	
Knowledge	Reception and clerical skills are required and the postholder must be able to demonstrate the ability to work under their own initiative with a minimum of supervision. A self-starter and must be able to demonstrate the ability to organise workflow and work to deadlines. Working knowledge of the Data Protection (jersey) Law 2018	
Technical / Work-based Skills	IT Skills are essential to this post, including the ability to use a wide range of MS Office products (365: Word, Excel, Outlook, Teams) to a high standard	
General Skills/Attributes	Organisational and planning skills to manage and prioritise enquiries as they happen Excellent customer service skills, with the ability to communicate at all levels.	
Experience	Previous experience of reception and/or administration work is required	Minimum of 3 years' experience in reception /administration work

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.