

## Welcome Host for Adult and Community Education

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**Department:** Children, Young People, Educations and Skills

**Section:** Highlands College

**Reports to:** Team Leader

**JE Ref:** CYP1202

**Grade:** CS04

**JE Date:** 23.01.2024

### Job purpose

The first point of contact at the Philip Maurant Centre in Trinity who will ensure that visitors receive a friendly and courteous welcome and that their enquiries are dealt with quickly or referred to the appropriate colleague or online resource.

### Job specific outcomes

- Responsible for welcoming students, tutors and visitors to the Centre and directing them to the appropriate classrooms.
- Unlock doors to all buildings and classrooms to allow access to students, tutors and visitors and will lock up all buildings and turn off lights once students, tutors and visitors have left.
- Assist tutors, students, visitors and phone contacts with their enquiries or refer them to the website or online enrolment system.
- Maintain general tidiness of all public areas, classrooms and kitchenette. Refill hot drinks station as needed.

### Statutory responsibilities

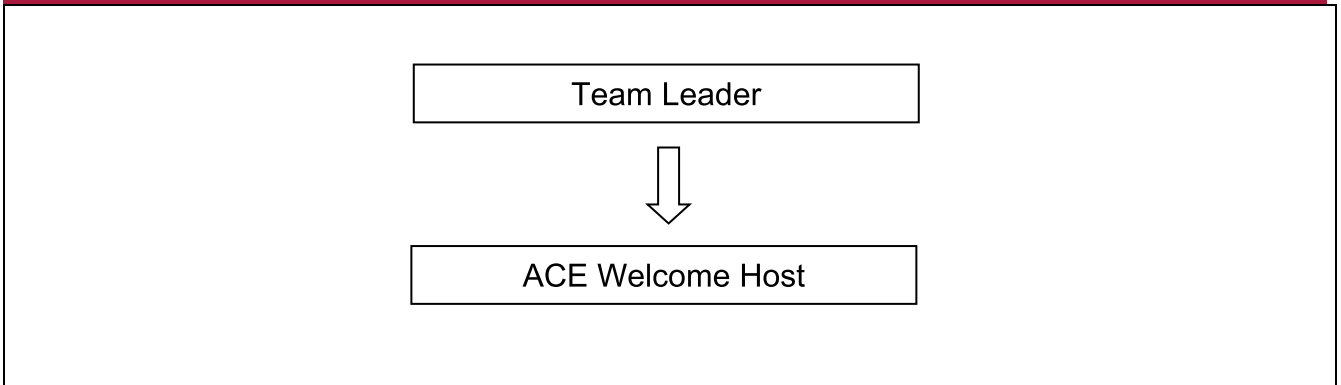
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure

## Government Departments



## Organisation chart



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>Level 2 Customer Care NVQ or equivalent level of experience.</li> </ul>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>		<ul style="list-style-type: none"> <li>Knowledge of Highlands College Adult &amp; Community Education</li> </ul>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>Familiar with MS Office, email, phones and photocopying.</li> </ul>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills.</li> <li>Positive attitude.</li> <li>Problem-solving skills.</li> </ul>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>Experience working in a customer-focused environment dealing with customers face to face and over the phone.</li> </ul>	

## 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.