

**Post:** Administration Assistant/Receptionist

**Responsible to:** Director of Operations and Business Development

## **JOB DESCRIPTION**

### **Purpose of Job**

To provide a high quality, professional administrative service for staff and students, and to take responsibility for our reception area, providing a warm welcome for visitors to the college.

### **Main Duties and Responsibilities**

- As first point of contact for students and the public, answer queries and redirect where appropriate.
- Provide an administrative service to support Cross College services

Maintaining computerised records for:

- Ordering stationary and supplies, including requisitioning on behalf of departments
- Maintaining inventories and stock taking
- Lending system for lockers and key fobs
- Administrative systems
- College Office email in-box

Support Cross College Administration by:

- Minute taking during staff meetings
- Assist with the administration of project work
- Photocopying, Collating Handouts, Booklets, Printing and Laminating.
- Cash Handling and Card payments and recording transactions
- Dealing with outgoing mail
- Carry out additional duties as identified by Line Manager

### **Contacts:**

- Directors Managers and Staff
- Newbattle Abbey College and International Students
- Conference Delegates, Events Visitors, Commercial Clients, External Agencies, Film Crews.

**COMPLEXITY:** The post holder should be able to demonstrate strong organisational aptitude and possess outstanding customer care skills. The ability to use his/her own initiative is essential as is the ability to prioritise workload to meet deadlines. Working well as part of a team, the successful applicant should be motivated, enthusiastic and demonstrate strong interpersonal and communication skills in dealing with first line enquiries from both internal and external sources.

## Person Specification

<b>Education and Qualifications</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Qualification in Office Administration or equivalent</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>• HNC/HND in related subject</li> </ul>
<b>Experience and Knowledge</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience in office administration</li> <li>• Good IT skills</li> <li>• Knowledge of Microsoft office packages</li> <li>• Experience of Microsoft Teams</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Reception experience</li> <li>• Experience of minute taking</li> </ul>
<b>Skills and Ability</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Good customer service skills</li> <li>• Ability to work in a small team</li> <li>• Ability to communicate well both verbally and in writing</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>•</li> </ul>

**CONDITIONS OF SERVICE**

<b>Post Title:</b>	<b>Administration Assistant/Receptionist</b>
<b>Location:</b>	Newbattle Abbey College
<b>Term of Appointment:</b>	Permanent - Part-time - 20-25 hours per week
<b>Remuneration:</b>	£19,000 - £21,000 pro rata, dependent on experience <b>(pay award pending)</b>
<b>Pension Scheme:</b>	Lothian Pension Fund Scheme with generous employer contribution
<b>Reporting to:</b>	<b>Director of Operations and Business Development</b>
<b>Holidays:</b>	45 days per year pro rata (including 10 public holidays)
<b>Closing date:</b>	<b>Monday 6 June 2022</b>