



Deeside College  
Coleg Glannau Dyfrdwy

## RECEPTIONIST/STUDENT SERVICES ADMINISTRATOR

**Responsible to:** Student Services Manager

**Department:** Student Services

**Grade:** Business Support Scale Points 7- 8

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### Main Purpose of Job:

- To carry out Receptionist duties and administrative tasks relating to Student Services
- Liaison with internal and external customers

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### Principal Accountabilities & Specific Duties:

- Greeting visitors
- Dealing with general queries at the Reception Desk
- Handling incoming phone calls via the switchboard
- Maintaining contact with Premises Operatives via radio control, as necessary
- Sorting incoming mail and franking outgoing mail
- Arranging collection of parcels to be couriered
- Distributing incoming faxes to relevant departments
- Handling car bookings and issuing keys
- Issuing room keys
- Administration of Student Finance
- Inputting of Student applications for transport
- Handling cash and other forms of payment, and ensuring the security of monies received
- General administrative duties, including the use of MS Office

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### Key Relationships:

The post holder will need to form effective and co-operative working relationships with:

1. All visitors and telephone contacts
2. Student Services Manager
3. Student Services department
4. External agencies as necessary

The post holder will be expected to be proactive in his/her own Continuous Professional Development (CPD), and to demonstrate a flexible approach as set out in the terms and conditions of service for business support staff. Hours of work for the above post will be in accordance with your Contract of Employment and will include the postholder performing evening and occasional week-end working. This post will also form a frame of reference for the work of any Modern Apprentice working in the area.

Deeside College of Further Education Corporation conditions of service for business support grade staff will apply.

*Note: This Job Description is accurate as at the date shown below. In consultation with the post holder it may be varied to reflect changes in the job.*

Signed: .....  
POSTHOLDER

Signed: .....  
HUMAN RESOURCES

Date: .....

Date: .....

**PERSON SPECIFICATION FOR POST OF: RECEPTIONIST/ADMINISTRATOR**

**Code:**      **WA** = **Written Application**              **GD** = **Group Discussion**              **WE** = **Written Exercise**  
                  **I** = **Interview(s)**                              **P** = **Presentation**                              **T** = **Tests**

- Notes:** 1. Not all of the above means of assessment will be used for every post; those that can be used for this post are marked with an \*.  
 2. The College will wish to see the originals of, and take copies of, Qualifications marked as 'Essential'.

Criterion	Importance		Will Be Assessed by Reference To:					
	Essential	Desirable	WA*	I*	GD*	P*	WE*	T*
<b>Qualifications:</b>								
Good level of education ( educated to GCSE standard in English and Maths)	✓		✓					✓
NVQ II in Business Administration or equivalent level qualification		✓	✓					
<b>Experience</b>								
At least 6 months experience in an office environment including the use of telephone and basic office equipment	✓		✓					
Experience of operating a busy electronic switchboard and other 2-way systems, including radio transmitter and intercom		✓	✓	✓				
Familiar with all postal services and systems and experience of courier delivery services		✓	✓	✓				
Experience of cash handling	✓		✓	✓				
<b>Knowledge &amp; Skills</b>								
A good working knowledge of Microsoft Office. Able to send/receive email	✓							✓
High Level of attention to detail, numerate and accurate use of English language, including spelling and punctuation	✓		✓	✓				✓
Ability to communicate orally & in writing using Welsh		✓		✓				
<b>Personal Characteristics</b>								
Able to work well in a team	✓			✓				
Confident and polite with strong sense of customer focus and the ability to diffuse difficult situations	✓			✓				
Good oral communicator both in person and on telephone	✓			✓				
Able to deal with a fluctuating and sometimes very busy workload	✓			✓				