



JOB DESCRIPTION: Receptionist/Administrator

Our Aim

Liberty Training is an organisation devoted to improving the lives of society's most vulnerable and needy individuals, supporting them to achieve the most in their lives. With our combined knowledge and experience Liberty Training deliver an optimum service to help learners achieve their full potential and make a positive impact on society through our nurturing and supportive Specialist Post-16 College and our soon to be established high school, Liberty High.

Your Role

The role of **Receptionist/Administrator** is to support the Liberty team by providing a range of administrative and clerical services. You will be working in an exciting and versatile environment for a fun and supportive organisation that works to make a difference in people's lives.

You will be working on reception, assisting our team with their admin needs, interacting with our learners, their parents and carers, other organisations and professionals in an exciting and busy environment where no two days are the same!

Your responsibilities and duties will be varied, as would be expected in a busy office environment, but will include reception duties, PR and marketing administration, exams administration, finance administration, general administrative duties such as writing letters/documents, filing and archiving, contacting parents in regard to attendance and assisting team members in ensuring the smooth and efficient running of the office. The role will also include some pastoral support for learners, including the administering of first aid, for which training is provided.

As Receptionist/Administrator, you will support the team in ensuring the college runs effectively and the service provided reflects the ethos of the college. You will support the team in ensuring directives and policies are reflected and implemented in everyday practice. You will be accountable to the Business Manager.

Hours: Monday to Friday 8.30am - 4.30pm, with a 30 minute unpaid lunch break each day. This is a full time post. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

Requirements

You will:

- Be highly organised and efficient.
- Be friendly and approachable with a welcoming and professional manner.
- Be committed, enthusiastic and proactive.
- Be highly motivated and have the ability to work well under pressure.
- Be reliable, flexible and adaptable with the ability to multi-task.
- Be calm, patient and understanding.
- Be positive, with a 'glass half full' attitude.
- Be able to work well autonomously on own initiative.



- Be able to demonstrate the ability to work effectively and contribute positively within a team environment.
- Be fully competent in the use of IT packages, with experience of using Microsoft Office.
- Have excellent verbal and written communication skills.
- Have excellent interpersonal skills with a good sense of humour.

Responsibilities

Reception & General Administration

- Greet visitors to the college, following signing in and safeguarding procedures and respond to queries appropriately.
- Answer telephone calls, transferring calls where appropriate and passing on messages to staff either verbally or via email as required.
- Deal with general email enquiries and follow up if necessary.
- Manage incoming and outgoing post.
- Establish constructive relationships and communication with all staff, learners & their families, and other agencies and professionals.
- Maintain learner records in CPOMS, AIMS and SharePoint as required.
- File learner documents electronically using SharePoint, AIMS and CPOMS.
- File and archive learner paper records.
- Ensure safe and secure transfer of records to other educational establishments when required.
- Assist the college as a whole with general administrative duties including creating and updating letters and documents, proof-reading documents and minuting meetings for daily meetings and any other meetings as required.
- Assist the Admissions and Attendance Administrator with tracking and recording attendance including absence calls, attendance certificates and rewards and other related administrative tasks as required.
- Arrange site tours and transition meetings for potential referrals with SLT/Wellbeing Team.
- Update the college calendar and room bookings calendar as required.
- Produce ID badges for learners and staff in line with our visible ID policy.
- Complete stock checks for stationary, first aid supplies, hygiene supplies for learners and cleaning supplies, purchasing new items as required.
- Ensure the reception waiting area is welcoming, clean and tidy, with responsibility for keeping noticeboards and displays up to date.
- Monitor staff and visitor toilets throughout the day, replenishing stock if required.
- Ensure the staff kitchen is tidy, with responsibility for replenishing and purchasing stock (tea, coffee, milk etc.)
- Ensure learners receive a birthday card and cake on their birthdays.

PR & Marketing Administration

- Update LinkedIn, Facebook, Instagram, X and other recognised sites as required.
- Design and produce eye-catching social media posts to promote the organisation.
- Liaise and work alongside the SLT to schedule and manage social media posts.
- Review and update the organisations website.
- Organise events, such as the annual graduation ceremony.
- Liaise with external marketing companies to produce marketing materials alongside the SLT.
- Create the termly newsletter and distribute to learners, parents/carers and staff.
- Order and prepare merchandise and other materials for marketing events.



Finance Administration

- Manage petty cash and credit card expenditure and maintain accurate records.
- Book and plan class trips alongside tutors, including travel arrangements, processing payments, and recording information on the college calendar.
- Calculate costs per learner for any trips, allocating bursary funds where appropriate.
- Maintain class budgets, recording expenditure and submitting termly reports to tutors.
- Maintain finance records as required.
- Claim and distribute free school meals and energy vouchers to eligible learners, parents or carers.
- Assist the Admissions and Attendance Administrator with the application and processing of charitable grants for learners.
- Assist the Finance Director with other finance related tasks as required.

Exams Administration (required a few times per year)

- Maintain systems to manage and coordinate all aspects of the exams administration process.
- Comply with awarding body regulations, guidance and instructions and keep abreast of developments/changes/updates.
- Effectively use awarding body online tools and databases where required.
- Brief learners, staff, parents & carers on examination regulations and requirements.
- Support the SLT in co-operating with the awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit.
- Check and store confidential question papers and examination material safely and securely at all times and for as long as required in accordance with the regulations.
- Assist with access arrangements and reasonable adjustments for eligible learners e.g. printing on coloured paper, allocating separate rooms.
- Register or enter learners for an examination or assessment in accordance with the awarding bodies' procedures.
- Effectively use internal and external IT systems to submit and manage awarding body registration and entry data, and to access and manage awarding body results information.
- Manage the arrangements for the timetabling, rooming, seating, resourcing and invigilation of examinations in accordance with the regulations.
- Ensure all learners are notified of their examination entries and the dates and times of their examinations/assessments in accordance with the regulations.
- Invigilate exams as required in line with the rules and regulations (training will be provided).
- Maintain the confidentiality and security of learners' responses and dispatch exam papers according to the requirements.
- Manage and administer the receipt, distribution and retention of exam certificates according to the regulations.

Other Duties

- Administration of first aid as and when required (training will be provided).
- Ensure that confidentiality is respected at all times.
- Promoting equality and diversity as part of the culture of the organisation.
- Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the college on all issues to do with health, safety and welfare.
- Support the college's implementation of all current statutory requirements.
- Adhere fully to company policies and procedures including safeguarding, health and safety, security, equality & diversity, confidentiality and data protection, reporting all concerns to the appropriate person.



- Manage own time effectively to ensure key tasks are undertaken and deadlines are met.
- In conjunction with your line manager, take responsibility for professional development, keeping up to date with research and developments related to college efficiency, which may lead to improvements in the day-to-day running of the college.
- Undertake any necessary professional development as identified taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Performance Management process – evaluating and improving own practice.

The Receptionist/Administrator will be required to safeguard and promote the welfare of children and young people and follow the organisation's policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Receptionist/Administrator will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

Disclosure and Barring Service (DBS) Checks

The Disclosure and Barring Service (DBS- formerly CRB) helps employers make safer recruitment decisions. A number of roles, especially those involving children or vulnerable adults, are subject to a criminal record check. All job offers are subject to successful DBS checks, an individual not being listed on the POVA register and are subject to a final offer of employment being made by Liberty.

PERSONAL SPECIFICATION: Receptionist/Administrator

Skills and qualities	Essential	Desirable
Excellent communication skills and interpersonal skills	✓	
Excellent mastery of English language, written and oral	✓	
Excellent IT skills including Microsoft Office packages	✓	
Good typing skills	✓	
Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities	✓	
Ability to work accurately and to targets and deadlines	✓	
Excellent problem solving and organisational skills	✓	
Ability and willingness to work as part of a team	✓	
Ability to deal politely and effectively with members of the public, learners, their families, other professionals and other members of staff	✓	
Highly competent, highly efficient, diligent and hardworking	✓	
Proactive, personable and enthusiastic,	✓	
Organised with excellent time management skills and able to multi task	✓	
Flexible and adaptable	✓	
Motivated, knowledgeable and experienced	✓	
Friendly and approachable	✓	
Professional and well presented	✓	
Qualifications/Experience	Essential	Desirable
Educated at least to level 2 and to have English and Maths at level 2 or equivalent	✓	
Qualified in business administration or similar		✓
At least 2 years' experience in a reception or admin role	✓	



Experience in the education sector		✓
Experience in marketing including updating websites and social media platforms		✓
Experience in organising or invigilating exams		✓
Experience in finance admin		✓
Knowledge & experience of education document requirements, rules & regulations		✓
Experience of CPOMS, AIMS or similar		✓
Understanding and knowledge	Essential	Desirable
A respectful attitude to differences and an understanding of equality and diversity	✓	
Knowledge and understanding of confidentiality and its importance in this type of work	✓	
Knowledge and understanding of safeguarding and its importance in an education setting		✓
Personal Attributes	Essential	Desirable
Commitment to promoting good practice and adhering to the company ethos	✓	
Passionate about working with young people	✓	
Well-presented and a positive role model	✓	
Positive, 'glass half full' attitude	✓	
Commitment to personal development through supervision, appraisal and training	✓	

Notes:

This job description may be amended at any time in consultation with the postholder.

Director/Line Manager's signature: _____

Print: _____

Date: _____

Postholder's signature: _____

Print: _____

Date: _____