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# Hartlepool Sixth Form College: Front of House Officer

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## External Vacancy

**Post Ref: 6018. Full Time, 37 hours per week. Permanent. £19,448.08 - £21,208.51 per annum.**

**Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.**

An opportunity has arisen for a customer service focused professional with experience of team leadership to join our Student Registry and Data team at Sunderland College.

You will have significant experience of delivering high quality customer service with a range of customers, experience of leading a team, and be able to demonstrate an organised and professional approach to the provision of administrative services at Hartlepool Sixth Form College campus.

Whilst it is not essential to have worked in an educational setting previously, however you must be able to demonstrate transferrable skills including; interpersonal, time management, organisational, communication and ICT skills.

Sunderland College has an exciting future and we are looking for someone who wants to be part of our transformation. Our campuses are based across Sunderland and Hartlepool and we are the largest multi campus College in the North East. Annually the College delivers education and training to 13,500 students ranging in age from 14-16, 16-18, 19 years and above. Delivery spans all education routes including GCSEs and A Levels, professional and technical education, apprenticeships, higher education and commercial activity.

In the last few years the College has been inspected and achieved 'good' with strong features, we recently won a national Beacon Award for our approaches to Employer Engagement, a reflection of the value we place on collaboration and partnerships. We have also achieved TEF Silver for our Higher education teaching and learning. We are Matrix Accredited for our IAG Services and work closely with the NE LEP to embed the Gatsby Good Career Benchmarks across the region as lead college in the North East Ambition: Careers Hub. The College has also recently achieved Continuing Excellence for the Better Health at Work Award.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.



Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit [www.sunderlandcollege.ac.uk/vacancies](http://www.sunderlandcollege.ac.uk/vacancies) alternatively email [vacancies@sunderlandcollege.ac.uk](mailto:vacancies@sunderlandcollege.ac.uk) or call 0191 511 6046 to request an application pack.

**All applications must be received by 12:00 noon on 27 July 2018.**

**It is anticipated that interviews will take place during the week commencing 6 August 2018.**

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

## Job Description

*(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).*

Post Title	<b>Front of House Officer</b>
Post Reference:	<b>6018</b>
Reports to	<b>Head of Student Registry &amp; Data</b>
Department	<b>Student Registry &amp; Data</b>
Grade	<b>015 - 018</b>
Contract	<b>Business Support</b>
Location	<b>Any College Campus</b>

## ROLE PURPOSE

To lead and work as part of a flexible team providing responsive front of house and central services support for the College, ensuring that both student, staff and visitor needs are met and that all work is carried out in accordance with agreed College administrative procedures and quality standards.

The post holder is responsible for the planning, direction and co-ordination the work of the front of house teams to ensure the safe, smooth and efficient operation of all aspects of receptions, including internal/external mail, management of student related records and maintenance of visitor management system. They are also responsible for team training and induction of new staff and will be required to contribute to the development of new administration systems.

This post line manages the following posts within Student Registry & Data:

- Front of House Administrator
- Front of House Assistants
- Reprographics Assistant / Apprentices (Business Administration)

The Front of House Officer is expected to be supportive to their team, act with integrity at all times and lead by example with particular reference to promoting excellence in customer service, communication with stakeholders, equality & diversity and confidentiality.

## KEY ACCOUNTABILITIES

### Supervising

- Lead a team that delivers a responsive, high quality support service to both internal and external clients to meet agreed service standards.
- Lead a team to contribute to the development of front of house and administrative processes, systems and procedures, in order to ensure that a high quality administrative support service is provided to students and staff.
- Demonstrate day-to-day commitment to the College's core values and mission, leading by example. Encourage the commitment of staff and implementation of the College's policies, practices and procedures, including those relating Data Protection, Safeguarding and Health and Safety.
- Plan, coordinate and support the work of the Front of House Teams ensuring that staff resources are deployed fairly, effectively and the tasks are carried out safely, efficiently and in line with guidelines.
- Ensure adequate cover is provided in receptions at all times - including scheduled and unscheduled staff absences.
- Carry out data management activities in accordance with the College's administrative processes and audit requirements to preserve the integrity, validity and accuracy of the student and staff record.

### Student Journey

- To provide a welcoming, professional, friendly and courteous front of house service to customers, visitors and members of staff and participate fully in promoting a professional and positive image.
- Assist the Head of Student Registry & Data and Recruitment, Engagement & Events Manager with the organisation and delivery of all enrolment events by preparing appropriate plans, rotas and room bookings, circulating enrolment literature/resources to support enrolment and liaise/communicate with relevant services/managers/staff from across the College.
- To be in attendance during enrolment events to ensure the events run smoothly and to be available to resolve any administrative issues or queries that may arise.
- Support the Student Development Manager with the coordination and management of UCAS system, ensuring timely setup, data management and reporting.
- To provide all administrative functions to support Student Experience and nominated curriculum areas and designated College centre or function as required (e.g. post, book rooms, provide certification letters, manage student absence line, process bursary forms etc.)
- To assist in the identification of opportunities to improve the quality of services provided and achieve a programme of continuous improvement.
- To provide printing/photocopying services as and when required and liaise with internal customers regarding their requirements as necessary.
- To undertake activities relating to petty cash, receipting of cash and banking of monies received at reception in accordance with the College's financial procedures.

- Promote and maximise use of the College's information technology across Front of House functions.
- Take accurate minutes at meetings as and when required.
- Act as an ambassador for the College, taking responsibility for organising and attending appropriate functions including parents' evenings, awards evenings, Open Days and other promotional events as required.
- Provide administrative cover for Executive Assistants/PAs supporting members of the Senior Leadership team, as required by the Principal.

## GENERAL RESPONSIBILITIES

- Travel to other locations to attend meetings and meet with the teams when required.
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post
- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation
- Undertake such other duties as may be reasonably required.



## Person Specification

**Post Title:** Front of House Officer **Post Ref:** 6018

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Qualifications							
NVQ 4 in Customer Service / Business Administration or the willingness to obtain one	✓			✓	✓		
Level 2 certificate in team leading or equivalent or the willingness to obtain	✓						
GCSE Maths and English Grade A* - C or equivalent	✓			✓	✓		
First Aid qualification or the willingness to obtain one	✓			✓	✓		
Experience							
Experience of working in a customer-facing role	✓				✓	✓	✓
Experience of managing a team	✓				✓	✓	✓
Experience in a post 16 college / university setting	✓				✓	✓	✓
Skills and Understanding							
Understanding of the role of the service in supporting wider college objectives	✓				✓	✓	✓
Possess excellent customer service skills and attention to detail	✓				✓	✓	✓
IT Literate	✓				✓	✓	✓
Ability to maintain a professional manner in all circumstances.	✓				✓	✓	✓
Respects confidential nature of work and maintains absolute confidentiality.	✓				✓	✓	✓
Ability to work effectively as a member of a team	✓				✓	✓	✓
Ability to multi-task effectively.	✓				✓	✓	✓
Prepared to work flexibly according to the needs of the service	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
A working knowledge of confidentiality, data protection, diversity, equal opportunities and DDA	✓				✓	✓	✓
Understanding of FE environment	✓				✓	✓	✓
Understanding of other support provision for students	✓				✓	✓	✓
<b>Personal Attributes</b>							
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
The ability to communicate at all levels	✓				✓	✓	✓
Ability to deal with situations sensitively and with empathy, both face to face and telephone communication	✓				✓	✓	✓
Ability to work under pressure	✓				✓	✓	✓
Good record of attendance and timekeeping.	✓				✓	✓	✓
Able to cope with unexpected situations	✓				✓	✓	✓
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	✓				✓	✓	✓
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓	✓	✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓	✓	✓
<b>Other</b>							
Ability to work occasional Saturdays and evenings where reasonably required	✓				✓		
Ability to drive and access to a vehicle	✓				✓		
Ability and willingness to travel between sites as required.	✓				✓		