

# Job Description

<b>Job Title:</b>	<b>ADMINISTRATION / RECEPTIONIST</b>
<b>Please note:</b>	Where Staff work at dual sites, both sites will be regarded as your normal places of work and the company will not contribute towards travel costs from your home to either of these sites
<b>Responsible To:</b>	Centre Manager

## Job Purpose

To provide full clerical back-up for centre staff.

To provide a first class front line customer service for clients, learners and staff of NOVA Training, in a manner conducive to the professional image of the Company and in accordance with the Common Inspection Framework.

## Main Duties & Responsibilities (General)

### Reception

- Open reception each morning, ensure good housekeeping and that reception is locked prior to leaving.
- Meet and greet visitors to the Company in a friendly, courteous and professional manner, ensuring they are directed/escorted to their correct destination.
- Answer telephone in a professional manner, direct calls to the correct destination, take messages when appropriate and ensure they are delivered without delay.
- Open appropriate incoming mail and distribute all mail to relevant departments as soon as possible after delivery.
- Distribute all internal post to correct departments without delay.
- Prepare outgoing mail each day ensuring correct postage is applied and dispatch to post office prior to close of day; ensure sufficient postage is purchased.
- Ensure sufficient supply of learner application forms is available at all times.
- Ensure interview register is maintained with interview dates available and details are completed accurately, including outcomes in readiness for analysis at the end of each month.

### Administration

- Undertake general copying, typing and filing duties
- Prepare learner start dates and accompanying learner start letters.
- Issue start letters as instructed for the Foundation Learning programme and prepare sufficient induction packs to meet those requirements, ensuring that timescales are met.
- Inform Connexions PA, by facsimile, of Starters each Monday and Leavers each Friday (this information will be generated via PICS by the PICS Administrator)
- Complete learner attendance registers daily/weekly as requested and inform relevant contacts of absences via telephone/email.



[www.staffselectltd.co.uk](http://www.staffselectltd.co.uk)

*OUR VISION: Through a socially inclusive approach we will stimulate demand for learning from employers, young people and adults, improve literacy, numeracy, language and ICT skills so that individuals have the skills for employment and further skill development.*

*MISSION STATEMENT: To create and sustain an environment where staff can deliver an innovative, challenging, quality, exciting and inspiring learning experience that meets the needs of learners, non-learners and employers in the local community.*



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- Complete Staff attendance register weekly.
- Maintain supply of centre documentation.
- Create sufficient Functional Skills folders in compliance with induction folders.
- Print off awarding body Certificates, photocopy and place in learners' files.
- To comply with all relevant health and safety regulations and assist NOVA in the implementation of its own Health and Safety Policy.
- To comply with and actively promote NOVA's Equal Opportunities Policy.
- To contribute to the 'Self Assessment Process' by working within the guidelines of the Common Inspection Framework.
- To undertake any other relevant duties as specified by your line manager, commensurate with the level of this post.

## Personal Specification

Job Title: **ADMINISTRATION/RECEPTION**

Education is an ever-changing service and all staff are expected to participate constructively in NOVA's activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of NOVA.

The job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time, without changing the general character of the post, or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.



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