

POST:	RECEPTIONIST AND ADMINISTRATOR
SALARY:	H2
HOURS:	PART TIME – 37 HRS / WEEK, TERM TIME ONLY + 5 DAYS
RESPONSIBLE TO:	OFFICE MANAGER

Job Outline

To provide a professional, welcoming, and efficient reception and administrative service to support the day-to-day operation of the college. The postholder is the first point of contact for visitors, parents and students, whilst also delivering a range of administrative duties. The college has two points of reception – visitor and student – and this role covers both areas on rotation.

Job Description

Visitor Reception

- To be the first point of contact for incoming telephone calls, redirecting calls where appropriate and taking accurate messages as required.
- To be the first point of contact for visitor enquiries, including signing-in and out and making sure visitors are aware of fire and safeguarding procedures
- To manage parent enquiries at reception including receiving items for students and ensuring they are clearly labelled and distributed correctly
- To respond calmly and professionally to parents who arrive with urgent pastoral concerns, liaising with the Pastoral Team as required
- To administer in-coming and out-going post
- To oversee deliveries, directing large or heavy items to appropriate locations and liaising with the Site Team to ensure they are forwarded to the correct department

Student Reception

- To be the first point of contact for student enquiries
- To manage the medical room and student medication
- To liaise with parents / carers if students are unwell
- To administer first aid (training will be given)

General Administration

- Reprographics when directed
- To support colleagues in the college office as required
- To undertake general administration tasks as required and directed by the Office Manager

Other tasks as required

- To invigilate exams
- To carry out tasks delegated by the Office Manager which are within your experience and ability

General responsibilities

- ◆ To build and maintain successful relationships with staff and students, treating them consistently with respect and consideration.
- ◆ To encourage and model positive behaviour in line with the college's behaviour policy and demonstrate high expectations of work and behaviour.
- ◆ To work as part of a flexible and supportive team to further the ethos of the college
- ◆ To be aware of, and comply with, policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and report all concerns to an appropriate person
- ◆ to contribute to and support the overall aims and ethos of the college.

Person Specification

- ◆ A welcoming, approachable and professional manner
- ◆ High level of discretion and respect for confidentiality
- ◆ Reliable, punctual and well organised
- ◆ A good standard of education
- ◆ An ability to build good working relationships with both students and adults
- ◆ Excellent written and spoken communication skills
- ◆ Strong administrative and IT skills including email, word processing, shared drives and basic spreadsheets (Freeman uses Microsoft 365)
- ◆ Ability to deal with day-to-day issues whilst working on longer term goals
- ◆ Ability to problem solve
- ◆ Good organisational skills
- ◆ Enjoy working with and have an interest in young people
- ◆ Ability to work with a minimum of supervision and within a team

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

May 2026