

<b>Department:</b>	Education	<b>Section:</b>	Falkland College
<b>Reports to:</b>	Office Manager		
<b>Grade:</b>	Falkland Islands Government Grade – H1	<b>Job Code:</b>	252XR1
<b>Overall Purpose of the Role</b>			
To provide administrative and receptionist support to Falkland College to enable it to function efficiently.			
<b>Key Role Activities</b>			
<ul style="list-style-type: none"> <li>• Provide a high-quality front of house service for Falkland College by ensuring all customers’ needs are met. Answering the telephone to ensure that all queries are dealt with in an efficient and prompt manner.</li> <li>• Maintain and update on a regular basis computerised and manual training records to ensure accurate records exist of all training and exams undertaken by learners and produce reports and statistics as requested by Management.</li> <li>• Organise venues, folders and material for courses that are offered through Falkland College including classroom preparation.</li> <li>• Ensure the issuing of payment details and the receipt of payments for goods/services are completed in a timely manner and all records are maintained.</li> <li>• Provide general administrative support to all members of the Section including collating and photocopying training material, RQF standards, filing documents, archiving and daily collection of mail to ensure that the College operates efficiently.</li> <li>• Maintain and monitor the inventory of goods resources/equipment held and used in the College.</li> <li>• Manage the advertising of courses etc. and assist with the marketing of training courses, qualifications and apprenticeships as required.</li> <li>• Assist the Examinations Officer with the English Immigration and Driving Theory Exams e.g. printing of certificates, checking in learners etc.</li> </ul> <p><b><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></b></p>			

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<b>Additional Information</b>			
<p>The post holder will have access to confidential, personal information and must therefore adhere to strict rules of confidentiality at all times. He/she must be well motivated to cope with set deadlines and be able to work without close supervision. Attention to detail and accuracy are paramount when typing and collating training documents, keeping records and entering data onto the database. Falkland College is subject to an annual audit by City and Guilds and other awarding bodies and in order for the College to maintain its accreditation, it is essential that records are accurately maintained.</p> <p>This position requires maturity and sensitivity as the post-holder is in regular contact with customers, some of whom have special needs or learning difficulties.</p> <p>This post holder will be subject to a Criminal Records Check, due to the nature of the work.</p>			
<b>Criminal Record Checks: (This post is regarded as a sensitive post)</b>			
<p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.</p> <p>Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.</p>			

Person Specification:	College Receptionist		
Criteria	Essential	Desirable	Assessment Method
<b>Knowledge, Skills &amp; Experience</b>			
Good ICT skills using Windows programs (Word, Excel, Publisher, PowerPoint)	✓		A/I
Good knowledge and ability to be customer service orientated	✓		A/I
Excellent organisational, interpersonal and communication skills	✓		A/I
Methodical with attention to detail and the ability to enter data accurately	✓		A/I
Ability to prioritise own workload and work to strict deadlines	✓		A/I/R
Minimum of 3 years' clerical/administrative or secretarial experience		✓	A/I
Working knowledge of Database Programmes		✓	A/I
Previous experience of minute taking		✓	A/I
<b>Personal Attributes:</b>			
Sensitivity to the needs of learners with Special Education Needs and Disabilities	✓		A/I
Maturity and the ability to use initiative at all times	✓		A/I/R
Ability to maintain a high degree of confidentiality	✓		A/I
Evidence of successfully working collaboratively within a team	✓		A/I/R
Strong team player, works well with others	✓		A/I/R
High degree of integrity and honesty	✓		A/I
Capacity to undertake relevant specialist training	✓		A/I
Align with FIGs Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I/R

<b>Person Specification:</b>	College Receptionist		
Criteria	Essential	Desirable	Assessment Method
<b>Qualifications &amp; Training</b>			
GCSE Grade C or above in English Language and Maths or equivalent L2 Qualifications	✓		A/I
Current Manual Driving Licence	✓		A/I
ICDL, GCSE Grade C in ICT or equivalent	✓		A/I
High command of English language IELTS level 6 or equivalent.	✓		A
NVQ Level 2 in Business and Administration or Customer Service		✓	A/I
<b>Note to Applicants:</b> Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

**Method of assessment:**

A - Application Form

I - Selection Interview

R – Reference

O - Other