

**LINCOLN COLLEGE
CORPORATE SUPPORT SOLUTIONS LTD**

JOB DESCRIPTION

Post Title: Administrative Assistant – Customer Services **Salary:** CSS Scale 2

Post Number: CS0269P **Date:** October 2018

Line Manager: Customer Services and Pastoral Manager

Daily Supervision: Team Leader – Customer Services

Job Purpose:

To provide effective front line customer service for Lincoln College which includes meeting and greeting, making appointments, switchboard duties and mailroom processing. To provide administrative support for Student Services under the direction of the Team Leader.

Principal Duties and Responsibilities

1. To deal directly with the needs of customers by undertaking general reception and switchboard duties, including emergency procedures as scheduled and/or directed by the Team Leader.
2. To provide a reception service for Lincoln College and Student Services, booking appointments electronically and dealing with front-line enquiries both face to face and over the telephone. This involves flexible working to ensure suitable cover for extended opening hours.
3. To work to the Student Services Code of Confidentiality, maintaining strict confidentiality, respecting the diversity of customers, meeting their individual needs and making appropriate referrals.
4. To be responsible for the Lincoln College Reception area, dealing with customers and visitors, and keeping the general area tidy and welcoming.
5. To assist the Team Leader in maintaining up to date electronic data and filing systems.
6. To assist with the administration of the Student Services budget.
7. To maintain and update electronic and social presence for Student Services.
8. To assist the Team Leader in ensuring the effective handling of internal and external mail and packages through the efficient control of the mailroom, distribution and collection service.
9. To liaise with Royal Mail and other carriers and maintain records and undertake clerical duties as appropriate to the needs of the services.

10. To keep informed on external developments and changes relative to customer service systems and services and advise or take action as necessary in maintaining the best quality and value for money service to the College
11. To greet and record visitors using the visitor welcome system, advising them of appropriate fire assembly and H&S procedures / information.
12. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
13. To maintain quality standards appropriate to the post.
14. To conform with the Health and Safety requirements relevant to the post.
15. To accept responsibility for the implementation of the Child and Vulnerable Adult Protection policy.
16. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager. The responsibility level of any duties should not exceed those outlined above.

**LINCOLN COLLEGE
CORPORATE SUPPORT SERVICES LTD
PERSON SPECIFICATION FORM**

Post Title: Administrative Assistant – Customer Services

Salary: CSS Scale 2

Post No: CS0269P

Date: October 2018

No.	Requirement	Proposed Selection Method *
Knowledge		
1	NVQ Level 2 in Administration	A
2	Basic numeracy skills – GCSE Maths and English Grade C (Grade 4) or above or equivalent qualification	A
Skills/Abilities – Interpersonal		
3	The ability to work in a non discriminatory manner	A/I
4	The ability to work as a member of a team	A/I
5	Good verbal communication skills (telephone and face to face)	A/I
6	A thorough knowledge of the principles of customer care	A/I
7	An understanding of the importance of confidentiality	A/I
8	The ability to work on own initiative	A/I
9	The ability to communicate clearly in writing	A/I
Experience		
10	Recent relevant administrative experience	A/I
11	Practical experience of using software packages including word processing, databases, spreadsheets, email and internet.	A/I/T
Work Related Circumstances		
12	The ability and willingness to undertake relevant staff development	A/I
13	The ability and willingness to work flexible and on occasion unsociable hours.	A/I
Skills/Abilities – Other		
14	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I
15	The ability to maintain administrative systems	A/I
16	Excellent organisational skills	A/I/T

Prepared By: Rachel Overton

Date: July 2017

Designation: Director of Student Services

* A = Application Form

I = Interview

T = Test