Godalming College

Tuesley Lane, Godalming, Surrey GU7 1RS

Principal: Emma Young

June 2022

Dear Applicant,

Thank you for your interest in the post of **Temporary Receptionist / Administrative Assistant.**

The following documents will assist you in your application:

- Department information, Job Description and Person Specification
- Summary of Terms and Conditions for Support Staff
- Support Staff pay scale
- Application and Monitoring Form

The application pack is available to download from the vacancies section of the College website https://www.godalming.ac.uk/Working_For_Us.html For other enquiries please contact HR – hr@godalming.ac.uk

The closing date for receipt of applications is **Monday 27th June 2022 at 9am.**

Completing your application
Please complete the application form giving full details in each section as requested in order to demonstrate how you feel your skills and experience are suited to the role. This will enable us to assess each applicant's relative strengths against the criteria in the specification.

Returning your application
Please return your application form as an e-mail as an attachment to hr@godalming.ac.uk

Short-listing and interview arrangements
Since we may not be able to respond to all applicants, if you have not been contacted by **29th June 2022**, please assume that you have been unsuccessful. All applications are considered carefully and objectively against pre-determined criteria. Please feel free to contact HR if you would like to enquire about the progress of your application. **We plan to hold interviews on either Thursday 30th or Friday 1st July 2022 at the College and will notify short-listed candidates as soon as we can after the closing date.**

Thank you for your interest in the College. I hope you will find the information useful and look forward to receiving your application.

Yours sincerely,

Emma Young
Principal

Telephone 01483 423526 | Fax 01483 417079 | E-mail college@godalming.ac.uk | Website www.godalming.ac.uk

Godalming College

Receptionist / Administrative Assistant

The Post

Godalming College is looking to appoint a temporary Receptionist / Administrative Assistant to provide a welcoming, friendly and efficient frontline customer service. This role is vital to the smooth running of the College and one that requires interaction and communication across all areas.

This temporary Receptionist / Administrative Assistant role is required to support the team at an extremely busy time and to cover absence. It will be for a period of 4 weeks in the first instance but with the potential to be extended.

The successful candidate will work under the direction of the Head of the Administration and deal with telephone calls, and face to face enquiries from students, parents and other stakeholders. The role requires the candidate to possess first-rate organisational skills and the ability to relate well to both students and staff. Experience working in a similar environment would be an advantage, as would administration experience including the use of Word and Excel.

The hours for the role are 21.75 hours a week, Monday, Tuesday and Friday 8.30am-4.15pm term time only.

The College

The College provides outstanding education to around 2,000 16-19 year old students who are studying academic and vocational qualifications at level 2 and level 3, and enjoys an excellent reputation both locally and nationally. The College was last inspected in December 2019 and was once again judged 'Outstanding'. The College offers a broad curriculum of over 35 different courses at A-level, BTEC and GCSE.

JOB DESCRIPTION

Job Title: Receptionist/Administrative Assistant

Line Manager: Head of the Administration Unit

Summary of Job

To provide a welcoming, friendly and efficient frontline customer service as part of the Reception and Administration Team, dealing with telephone calls and face to face enquiries from students, parents and other stakeholders.

Working under the direction of the Head of the Administration Unit to provide Reception and administrative support services to Godalming College to a high standard to enable the provision of an outstanding quality education.

Responsibilities

- Operate the Main Reception or Student Reception on a daily basis
- To co-ordinate visitors to College with members of staff and maintain records as required
- To assist staff and students with routine enquiries
- To deal with telephone enquiries from parents or carers and any other outside agencies on behalf of the College and direct enquiries to the appropriate person or department
- To monitor Reception inbox, deal with enquiries, visitor arrangements, etc
- To monitor College inbox, deal with enquiries or direct emails to the appropriate person if necessary
- To receive and input data regarding student attendance via both the phone and email
- Provide advice and guidance to students and staff and where appropriate making referrals to the Student Support Team and other staff
- To maintain up to date and accurate student records in accordance with College policy
- To distribute internal mail
- To arrange the efficient and economical dispatch of external mail, monitor the franking machine and relevant supplies
- To provide administrative support to assist with the delivery of Cross College events such as Let's Celebrate, G2G Events, Arts Festival, Open Evenings, Course Advice Sessions and Enrolment and Induction
- To provide other administrative support as required
- To welcome visitors to the College on behalf of Senior Leadership Team, Directors of Faculty, Heads of Department etc.
- To administer any other such schemes as deemed necessary with the Head of Administration from time to time
- To demonstrate an awareness and commitment to Safeguarding, Equality, Diversity and Inclusion, Health and Safety and Data Protection in line with College policies
- To undertake other duties as agreed between the post-holder and the Head of Administration
- To do other tasks as reasonably requested by the Principal from time to time

This job description may be varied according to the needs of the College from time to time.

Last review date: April 2022
Review carried out by: Principal and Head of Administration Unit

PERSON SPECIFICATION FOR POST OF RECEPTIONIST / ADMINISTRATIVE ASSISTANT

The successful candidate will have the following essential qualifications, experiences, skills and values:

Qualifications

- A good general standard of education including minimum of English and Maths at grade C/4 at GCSE/O Level

Essential Experience and Skills

- Experience of working in a reception and/or administrative role involving handling enquiries by telephone and in person
- Experience of working in a role where confidentiality and data protection is important
- Strong interpersonal skills with the ability to communicate effectively orally and in writing
- Good IT skills and experience of entering and retrieving data
- Proficient in use of Microsoft packages for producing emails, letters and other documents
- Good planning and organisational skills including: accuracy, attention to detail and effective time management
- The ability to multi-task
- The ability to work effectively as part of a team
- An affinity with 16-19-year olds

Essential Personal Qualities

- Able to converse with a variety of stakeholders, including parents, students and teachers
- Able to work independently
- Flexible and adaptable and able to cope with changing circumstances
- Able to remain calm in pressurized situations
- Well organised and self-motivated
- Initiative and continuous desire to improve

Desirable

- Experience of working in a school, college or similar public environment

WORKING AT GODALMING COLLEGE – INFORMATION FOR SUPPORT STAFF

THE COLLEGE

Godalming College is one of the best performing sixth form colleges in the country and a great place to work and study. We are very proud of the achievements of all our students and have a strong track record of consistently high results. Value added scores are excellent and the College was rated Outstanding by Ofsted in our inspection in December 2019.

The success of Godalming College is also about community with students from all walks of life enjoying a whole range of opportunities in a welcoming and friendly environment. Students enjoy a stimulating, lively and challenging learning and social experience; they are treated as adults by specialist and dedicated teaching staff in facilities that have seen major investment over many years. We have completed a £14m building programme creating a new English and Modern Foreign Languages block, Media suite, new netball and tennis courts and an 11-acre site for Rugby and Football pitches.

The College employs around 200 teaching and support staff on both a full and part-time basis.

OFFERS OF EMPLOYMENT

All offers will be subject to the receipt of satisfactory references, enhanced DBS disclosure, medical report and proof of necessary qualifications. As the post is based in a Sixth Form College, we have a responsibility to ensure that all staff are suitable to work in this environment and referees will be asked to confirm this.

SALARY

Salaries are paid in accordance with the Sixth Form College pay scale for Support Staff. The Corporation reviews salary scales against any cost of living increases on an annual basis, the changes being implemented from 1st September.

WORKING HOURS

The full-time working hours are 36.42 hours per week excluding lunch or other breaks. Starting and finishing times will be by agreement with your manager.

HOLIDAY ENTITLEMENT

Minimum of 22 days per year for full-time employees (Holiday Year 1st August -31st July) in addition to the College closure period between Christmas and New Year and public/bank holidays. Part-time employees are entitled to a proportionate number of days. Those working Term-Time only are expected to take leave within the College holiday periods. Salary calculations are based on a formula which takes holiday entitlement into account.

PENSION

Godalming College is an admitted body for membership of the Local Government Pension scheme which provides a full range of benefits. Full details are provided on appointment.

STAFF DEVELOPMENT & TRAINING

The College recognises the importance of the continued development of its staff and is committed to the support and promotion of staff development and training activities for all categories of staff.

OTHER INFORMATION

The College is within walking distance of Godalming town centre and the railway station. Godalming is readily accessed from the A3 and free car-parking is available to staff on the College campus. There is a Restaurant that provides a range of hot meals, salad bar and sandwiches. There is also a Snack Bar and mid-morning catering service available in the Staff Room. The gym with fitness training equipment is available for staff use between the hours of 8am – 5.30pm (when not being used for teaching purposes).

Godalming College Support Staff Payscale
Sep-21

Additional Surrey Allowance on all points of £1092 per year

Scale 1	18	18219

Scale 2	19	18593
	20	19328

Scale 3	21	19735
	22	20138
	23	20791
	24	21529
	25	22275

Scale 4	25	22275
	26	23011
	27	23751
	28	24489

Scale 5	29	25204
	30	25919
	31	26762
	32	27597

Scale 6	33	28528
	34	29481
	35	30435
	36	31385

Senior Officer	37	32250
	38	33116
	39	33983
	40	34850
	41	35714

Management 1	42	36582
	43	37447
	44	38401
	45	39354
	46	40304

Management 2	47	41256
	48	42299
	49	43250
	50	44286
	51	45327

Management 3	52	46366
	53	47406
	54	48449

Management 4	55	49512
	56	50600
	57	51714
	58	52854
	59	54015
	60	55205

Management 5	61	56419
	62	57660
	63	58928
	64	60224
	65	61549

Support Staff Salary Calculations

Salaries for term time only staff are calculated using a denominator of 1659 which is the nominal full time equivalent annual hours taking into account holiday entitlements.

Full time working hours are 36.42 per week.

To calculate pro-rata payments

Hours x weeks x annual salary divided by 1659

Example: point 20 = £19,328 + £1,092 = £20,420

36.42 hours per week x 39 weeks per year = 1420

1420 x £20,420 divided by 1659 = £17,478.23 pa = £1,456.51 gross per month paid for 12 months

Hourly rate calculation

Full time annual salary / 365 x 7 / 36.42