

JOB DESCRIPTION
Receptionist/Administrator
Vacancy Ref: N1327

Job Title: Receptionist/Administrator	Grade: 4
Department/College: Colleges and Student Life	
Directly responsible to: Student Wellbeing Services Manager	
Supervisory responsibility for: N/A	
<p>Other contacts</p> <p>Internal: College Officers, Academic Staff, Chaplains, Mental Health Advisors, Counsellors, College Wellbeing Officers, Security, Health Centre and many others</p> <p>External: Local Education Authorities, DfES, medical services, parents and families</p>	
<p>Main duties and responsibilities</p> <p>Provision of reception, secretarial and administrative support within the service. To give all visitors and clients' professional and sensitive front-line help and information, representing the service at this important first contact. To organise statistical data, the client waiting list, assessment appointments and to provide support for Wellbeing events.</p> <ul style="list-style-type: none"> • To provide a professional and non-judgmental front-line service to all students, parents, staff and others, ensuring that a positive image of the service and University is created and maintained; • To give assistance, information, advice and guidance to all students, staff and others and direct them to appropriate sources of help in such a way that they can make a confident and effective use of them; • To manage the student referral system, identifying and alerting the appropriate staff to potential problems and prioritising so that clients receive prompt help appropriate to their individual needs; • To allocate initial assessment appointment to students and staff in person, by telephone or email; • To input data into any IT systems the service uses, guaranteeing accuracy and comprehensiveness; • Inputting and retrieving statistical CORE data, compiling reports as required including for the annual report, so that the work of the service can monitored, analysed and trends forecast; • To be responsible for developing and maintaining all office administration and systems and procedures to contribute to the smooth running of the service; pull together agenda for weekly meeting; take notes at weekly staff meeting and produce written up version; collate all self-referral forms ready for workload allocation at weekly meeting; production of letters/reports, processing correspondence; creating, organising and managing administrative and client case files; using CORENET; designing posters and leaflets; photocopying; maintain suitable levels of printed hand-outs; organise and advertise workshops and wellbeing events, including room bookings and manage/respond to all communications concerning attendance and feed back to team any issues relating to the service • Maintaining an understanding of all relevant legislation and ensuring compliance with it; • This role description will change from time to time in line with changes in the service; you may at times be asked to work in other parts of Student Based Services. 	

