



Temporary part-time Lunchtime Receptionist

**Hours of work: Monday to Friday 11.30 am to 1.30 pm (College term-time only)
This position is temporary until 12th July 2019.**

Salary: Support staff pay spine 14 - £3,561 per annum

We are seeking to appoint a temporary Lunchtime Receptionist who will provide excellent customer service to all visitors, students and staff. This is an important role as you will be the first person people come into contact with when entering the College. Excellent customer service skills are therefore essential.

You will need to be reliable, able to work flexibly, able to demonstrate good verbal and written communication skills and be computer literate. You must also have an understanding of the need to maintain boundaries and confidentiality with students and the ability to work with sensitivity and humour. The successful candidate will be required to undertake an Enhanced Disclosure & Barring Service check.

Thank you for showing an interest in our vacancy. To assist you with your application, please find detailed below a list of information contained within this recruitment pack:

**Job Description
Person Specification
Information about Portsmouth College
Instructions for your application**

If you require any further details about this post, please do not hesitate to contact the HR Department on 02392 344400.

JOB DESCRIPTION

RESPONSIBILITIES / DUTIES

1. Provide reception duties to cover the busy operating time of the college day.
2. Provide excellent customer service to all visitors, students and staff, dealing with enquiries to resolution as required and providing a friendly and helpful service for all.
3. To administer the college electronic visitor management system, allocating / collecting visitor ID lanyards as required.
4. Provide information and advice for all staff visitors, prospective and current students in person, by telephone and email.
5. Act as primary contact for first aid, contacting other College First Aiders, the Ambulance service and parents, carers or family when requested.
6. Support the Estates Team in the event of an emergency and act as Fire Marshall.
7. Administer Lost Property as required.

8. Operate the Reception cash till.
9. To assist with mailshots at busy times of the year.
10. Other administration duties as directed by your line manager.

General

1. To comply with the College Health and Safety Policy and Risk Assessments and take responsibility for your own Health and Safety and those of others affected by your activities.
2. To comply with the College Equality, Diversity and Inclusion Policy.
3. To understand and adhere to the duties and responsibilities arising from College policies and procedures relating to safeguarding and child protection.
4. To provide a high level of customer service to students, staff and visitors.
5. Fulfil your duty not to discriminate against students or potential students or staff.
6. At all times, challenge students who are not displaying ID badges and ensure appropriate interventions are in place for those who persistently do not adhere to this requirement.
7. To assist in the promotion of positive attitudes towards diversity and foster good relations between different people throughout the organisation.
8. To undertake such other duties from time to time as may reasonably be required by the Principal and/or delegated officers of the College

PERSON SPECIFICATION

Listed below is a person specification for this post. Candidates are invited to provide evidence of the qualifications, experience, and skills listed below. The criteria listed below will be used to shortlist for interview.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Level 2 qualification in literacy and numeracy (Grade C/4 or above or equivalent) 	<ul style="list-style-type: none"> • Customer service qualification/s • IT qualifications to show strong IT literacy • Relevant level 3 or higher qualification
Experience	<ul style="list-style-type: none"> • Experience in working in a customer focussed environment • Administrative experience • Good interpersonal skills • Excellent communication skills • Self-motivated • Customer focussed • Enthusiastic and optimistic • Quick Learner • Strong time management/organisational skills • Strong IT skills and a willingness to keep learning more • Flexible approach to work 	<ul style="list-style-type: none"> • Knowledge of the local education system • Experience of using Word, Excel, database • Equality & Diversity and health & safety aware • Willingness to participate in training • Ability to hit the ground running.

	<ul style="list-style-type: none"> • Ability to work under pressure • Ability to contribute proactively and generously to a team • Sense of humour • Problem solver 	
Skills	<p>Applicants should be smartly creative, for example:</p> <ul style="list-style-type: none"> • Positive and highly student centred • Enthusiastic about their role and working with all ages • An effective team member who is collaborative • Self-motivated and shows initiative • Keen to establish the highest possible standards • Equality and Diversity aware and actively promotes E&D fully • Able to problem solve and stay calm • Reliable, professional and trustworthy, and a good college ambassador • Approachable and welcoming to students, parents, colleagues and our community • Being attentive to your students and colleagues and engaging • Well organised with very good time management skills • Willing to participate and share in training, curious and keen to learn • Self-aware, emotionally intelligent and shows intelligent kindness • Have a sense of humour and enjoy their work and encourages fun • Willing to work some evenings, as necessary ie Open Evenings 	

Information about Portsmouth College

At the start of the 2006/7 academic year, Portsmouth College was just beginning a long journey to where we are today. With just over 650 16-18 year old students, a poor profile in the city, facilities much in need of a face-lift and student success rates which left a lot to be desired, things needed to change. Twelve years on, with the support of a brilliant team of staff and governors, as well as a wide range of great city partners, Portsmouth College has been transformed. This has since been reflected through the recent Solent regional Area Based Review (ABR) process from which Portsmouth College has emerged as a viable, resilient and robust institution, proudly continuing as an independent, standalone, high quality and innovative sixth form college.

Student Enrolment, Success and Progression

16-19 year old student enrolments are now over 1,400, having literally doubled in the last twelve years. With recent 15% growth, Portsmouth College is one of the fastest growing colleges in the UK in percentage terms. The College is now the first choice institution for the majority of 16 year olds leaving the city's state secondary schools. It has also begun to draw students in from the private sector, with students from the High School for Girls, Mayville High School and St John's College all now enrolled. It is also beginning to draw students in from farther afield; Fareham, Gosport and Isle of Wight based learners are all now attending.

We are well known for being a College which is filled with positive energy and which has a unique structure of the day: 9.55 am – 4 pm, in two blocks, for all lessons and no trapped time for students. Seven successive years of improvements in results have also played a big part in our growth. Record numbers of level 3 students were successful in their courses last summer and 47% of them achieved A* - B grades or their equivalent. Numbers of students progressing on to Russell Group and other top 30 universities have also increased significantly between 2011 and 2017.

We were graded 'good' in all areas by Ofsted in March 2017. In a glowing report inspectors said that the College was an institution where *'students flourish, become more confident, enjoy their studies and make good progress.'*

A Culture of Innovation

The College has continually sought to innovate over the last twelve years. This has been most obvious in the unique 'Curious and Creative Learning' project which has seen all students, teachers and student-facing support staff receive an iPad. These are being used to transform learning, teaching and assessment at the College.

The devices provide teachers with the technology to make lessons ever more interesting, up to date and engaging. They give students the chance to develop the independent research and digital literacy skills that are vital to their success at College and in the world beyond, and which are much valued by leading universities and employers. The project continues to genuinely transform the way everyone works at the College. The College has also embraced the need to develop the employability skills of its learners, to help them progress successfully to further study and employment. The 'E6 Programme' provides all students with the opportunity to undertake work experience, volunteering placements, enterprise programmes, get more exercise and sign up for 'PEP' talks. These 'PEP' talks help students prepare for progression to either university or the world of work, with expert outside speakers running workshops. The enterprise programme sees interested students given the chance to develop their own small business ideas and put these into practice. Work experience is being arranged for students with a wide range of employers across the city. Students are also able to volunteer to help in a range of settings, most notably primary school classes, assisting with reading and maths. Students are offering life-changing one-to-one help in these contexts.

The College Sports Academy runs not only the traditional team sports in areas like football, rugby, hockey, netball and basketball, but also a range of exercise classes and individual participation sports such as Zumba, futsal, table-tennis and boxercise. The 'E6 Programme' is designed to equip students with the wider soft skills they need to succeed at university and in work. The programme also compliments the work the College is doing with local employers, through the provision of a growing range of apprenticeship frameworks. These are allowing students to 'earn while they learn'; spending four days a week at work and a day a week getting sector-specific qualifications in College.

This culture of innovation enabled Portsmouth College to win an Association of Colleges Beacon Award for the use of Technology in FE, 2017/18, effectively meaning we are the best College using hand-held technology with our students in the country! We were also shortlisted for the Times Educational Supplement Awards in the 'Best Teaching and Learning Initiative' and 'Outstanding Use of Technology', putting us in the top three nationally in both these categories.

Partnership Working

The backbone of the success of the last twelve years has been the genuine partnership working approach the College has adopted in all that it does. The Principal and all staff have worked hard to meet the needs of the local community whenever and wherever they have been able. The very close working relationship with the city's secondary schools is testament to this.

From simple changes such as holding our interviews in the evenings and at weekends so pupils don't miss lessons, through providing a specialist 'able and talented' programme for the highest achieving pupils in schools, to running revision workshops for year 11 pupils in the run up to their GCSE exams, the College always seeks to work in harmony with local schools. This

work was given national recognition in 2017 when the College came runner up in the Sixth Form Colleges Association Community Impact Award.

More broadly the College is also well represented on a range of bodies, organisations and working parties across the city, it co-operates closely with Portsmouth City Council and is a member of the Portsmouth Education Partnership. It also has excellent relationships with the local authority, elected councillors and both local MPs. The ethos of the College is built around local, effective collaboration and it always seeks to meet the needs of the city.

2005 to 2018 has seen enormous change in the world of post-16 education. This has been more than matched by the changes at Portsmouth College. It is now a thriving institution, woven into the fabric of the city, embracing innovation, continuing to recruit ever more students and delivering better and better outcomes for them. The College now wishes to sustain, consolidate and strengthen its Ofsted grade of 'good' whilst continuously striving for excellence.

Principles for Recruitment

- We seek to appoint people who are smarter and more knowledgeable than we are.
- We don't recruit people we can't learn from or be challenged by.
- We seek to appoint people who will add to our product *and* our culture.
- We don't recruit people who won't contribute well to both.
- We seek to appoint people who will get things done.
- We don't recruit people who just think about problems.
- We seek to appoint people who are enthusiastic, self-motivated, and passionate.
- We don't recruit people who just want a job.
- We seek to appoint people who inspire and work well with others.
- We don't recruit people who prefer to work along.
- We seek to appoint people who will grow with your team and with the company.
- We don't recruit people with narrow skill sets or interests.
- We seek to appoint people who are well rounded, with unique interests and talents.
- We don't recruit people who only live to work.
- We seek to appoint people who are ethical and who communicate openly.
- We don't recruit people who are political or manipulative.

Summary of Employment

1. This is a 10 hours per week appointment, temporary until 12th July 2019. The hours of work are Monday to Friday, 11.30 am to 1.30 pm, College term-time only. There may be opportunities to cover additional hours in periods of holiday or sickness
2. The salary is set on the Support Staff pay spine, point 14 which will provide a salary of £3,561 per annum. Salary is paid in 12 equal instalments and is paid monthly directly into a bank or building society account.
3. Sick leave is in accordance with the procedures laid down by Portsmouth College.
4. You are not entitled to take holiday during the college terms, you will receive payment for holiday and this will be paid to you in twelve equal instalments over the year within your monthly salary payment.
5. The post holder will automatically become a member of the Local Government Pension Scheme, but will have the opportunity to opt out. Contributions are 5.5% of salary.

6. This post is subject to a probationary period of up to six months. We view probation as a supportive process but if performance is not satisfactory it could lead to the termination of the contract.

Instructions for applying

Should you wish to apply for this position, please complete a College application form. This can be downloaded from our website, www.portsmouth-college.ac.uk or alternatively contact the HR Department on 023 9234 4400 for an application form. **CVs alone will not be accepted.**

Closing date for completed applications: 10.00 am on Monday 18th February 2019.
Interviews will take place on Thursday 28th February 2019.

If you have any further questions, please do not hesitate to contact the HR Department on 023 92 344400.