

CITY COLLEGE PETERBOROUGH

RECEPTION AND EXAM SUPPORT OFFICER

OVERVIEW OF THE ROLE

The role is viewed as being key in enhancing the Service and College's responsiveness in meeting the needs of the adults, young people, communities and key partners; and in achieving our corporate targets and quality standards.

The successful candidate will join a team of dedicated hardworking and committed staff able to work flexibly within the working week.

Strong inter-personal skills are required for this post as the College and Service continues to expand quality provision and meet targets. The ability to work as part of a team and to be self-motivating is essential.

We are excited about our future and are seeking someone to share and develop our vision for adult learning.

ESSENTIAL PERSONAL QUALITIES OF THE POST HOLDER

This is a challenging post playing a key part in the continuing success, development and expansion of our provision for the City.

The successful applicant will be quality-focused and process-driven with a strong eye for detail and passion for learner support. Our colleague will be clear-sighted, able to meet challenges head-on, with the ability to identify new opportunities and to develop those opportunities, exploiting them to the best advantage for our learners. He or she will possess the ability to interact with people at all levels. A forward thinker, with a positive "can do", "will do" approach, together with the ability to work with, and motivate others is essential.

Closing date for receipt of applications:

Interviews will be held:

Pat Carrington
Executive Principal
March 2021

CITY COLLEGE PETERBOROUGH

JOB DESCRIPTION

PCC Section:	Peterborough Adult Learning Service /City College Peterborough (CCP)
Department:	Study Skills
Job Title:	Reception and Exam Support Officer
Post No:	
Grade:	PCC Grade 5 SCP: £21,575 - £22,369
Responsible to:	Business Manager and PA to the Principal
Responsible for:	n/a

Job purpose:

To work as part of the Study Programme team, the Reception and Exam Support Officer will support the Business Manager and PA to the Vice Principal to provide effective communication to learners and parents in terms of learner absences, exams and sending out correspondence to parents. To be responsible for organising exam sessions and ordering educational resources. To provide excellent customer services, by building new and maintaining existing customers, and developing and implementing initiatives to promote Study Skills and JMC.

Principal duties and responsibilities:

The Reception and Exam Support Officer will play a key role in meeting the needs of customers. They will put the customer at the heart of everything they do.

1. To work with Business Manager and PA to the Vice Principal and Tutors to assist the co-ordination of exam sessions, including room bookings and room set up and the ordering and secure storage and handling of exam materials.
2. To act as invigilator when required.
3. To collect and prepare for postage the completed exam papers.
4. To ensure confidentiality of records and information is maintained within Data Protection and other relevant legislation.
5. To liaise with students on exam dates and times, providing important and relevant information regarding conduct, rules and regulations for examinations.
6. To assist on EQA visits and posting documentation for external visits.
7. To be support with the timely distribution of examination and assessment results to learners and organise the certification process and keep administration records of achievements.
8. To keep aware of funding rules and bursary payments.
9. Inputting learner and course information to MIS system.
10. To help with the administration of surveys.
11. To provide a high-quality, professional customer experience service by telephone and reception.
12. To provide an effective communication route between learners, tutors, departments and managers
13. Cover John Mansfield Campus reception and provide holiday and sickness cover as required.

General duties

1. To ensure that the College and PCC Equal Opportunities Policy and relevant legislation is strictly adhered to at all times in all aspects of the post's duties and responsibilities
2. To promote high standards of Health, Safety and Welfare ensuring the College complies with statutory requirements
3. Contribute to ensuring the Safeguarding of children and vulnerable adults
4. Contribute to ensuring the Prevent Duty is met
5. Contribute to maintaining the Matrix (IAG) Standards.
6. Assist in maintaining a minimum Ofsted Grade 2.
7. Contribute to effective teamwork across the College/Service.
8. Meet the minimum requirements of Continuing Professional Development (CPD).
9. To undertake other reasonable duties at the request of the Head of Service or the Executive Principal.

Variation clause

This is a description of the post, as it is constituted at the date shown. It is the practice of this Service/College to periodically to examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. The appropriate Manager, in consultation with, the post holder, will conduct this procedure.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to your job description following consultation.

Flexibility clause

Other duties and responsibilities expressed and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organization's other sections or departments.

Description prepared by: Helen Underwood Date: February 2022
(Business Manager and PA to the Vice Principal)

Description authorized by: Pat Carrington Date:
(Executive Principal)