



BANK RECEPTIONIST / ADMINISTRATOR

The Role

The Bank Receptionist is responsible for providing ad-hoc cover during times of absence within the Reception Team.

Duties would include: Greeting all visitors and providing a warm and friendly welcome, answering telephone calls and directing them to the appropriate individual or department, taking messages and passing them on and providing administrative assistance as required.

This post reports to the Reception Manager and operates as part of the College Office team.

Cheltenham College

The College consists of two inter-dependent fee-paying schools within a single executive structure. The Senior School (13-18), founded in 1841, is the oldest of the Victorian public schools and is predominantly a boarding school of about 720 pupils, including a Sixth Form of approximately 270 pupils. The Prep School (3-13) is a school of some 400 pupils around 50 of whom board full-time, as well as our very popular flexi-boarding option. The schools are situated in their own spacious grounds near the centre of Cheltenham, a flourishing Cotswold town.

Person Specification

- Smart presentation
- Strong interpersonal skills for communicating with all staff, pupils and parents, contractors, professional consultants and departmental personnel
- Excellent telephone manner and the ability to liaise with parents and other external callers in a professional and diplomatic manner
- Keen attention to detail
- Confident and self-motivated with the ability to work unsupervised in a busy environment
- Good keyboard and IT skills, including Word, Excel, Database, Email and Internet
- Committed team player with a co-operative and flexible attitude
- Able to stay calm and professional at busier times when the phones are ringing and visitors arrive at the same

Job Description

Reception

- Answering and directing telephone calls, taking messages if required and forwarding messages
- Greeting visitors, providing correct documentation for visitors, offering advice and directions if necessary
- Providing hospitality to visitors
- Daily database administration

- Dealing with incoming emails, processing as appropriate
- Maintaining internal telephone directory
- Sorting and processing daily external and internal post
- Receiving goods and deliveries inwards and dispatching documents and parcels via courier
- Weighing and franking mail, including DHL and Special Delivery
- Providing some general administrative support
- First point of call for cover for Reception colleague during holidays or periods of sickness absence where possible

Terms and Conditions

- Salary: Based on £10.46 per hour plus holiday pay at £1.26 per hour.
- Cover role so hours will be adhoc, but the Reception's opening hours are as follows: 8.30am to 5.00pm, Monday to Friday, all year round and 8.30am to 12.30pm on alternate Saturdays, during term time,
- Use of college sport facilities (at staff allocated times)
- School lunch available during term time
- Discounts at local retailers/businesses

March 2023