

Ruskin Mill Trust (the Trust)

Job Description

Position:	Administrative Assistant/Receptionist
Post Reference No:	RMT10031
Field of Practice:	Transformative Leadership and Management (Field 7)
Grade:	3
Responsible to:	Administration Manager / Administrator - dependant on location
Location:	Argent College, Coleg Plas Dwbl, Freeman College, Glasshouse College and Ruskin Mill College

Job Purpose

To carry out administrative tasks which assist in the smooth running of the College Resources and Administration team; providing cover for other administrative posts within the College, and to undertake reception duties.

The post holder will be expected to embrace, articulate and work with the Trust's objectives, vision, values, purpose and method, ensuring that the Trust's paradigm of biodynamic agriculture, Anthroposophical medicine and practical skills education, which is informed by Steiner Education, is maintained, implemented and integrated within the provision of the College.

The post holder is to contribute to the whole life of the College and Trust, always remembering that our core purpose is to improve the education and lives of our pupils, students and adults.

You will be required to carry out your duties at all College premises, some of which are located a distance from the main College sites and at such other places as the Trust may reasonably require.

The post holder will be expected to travel on an occasional basis between the Trust's sites, and to and from other places as the Trust may reasonably require.

Evening and weekend working may be required.

Corporate Contribution

The post holder will be expected to contribute as required and uphold the aims, objectives and commitments of Ruskin Mill Trust.

Main Duties

1. On a daily basis to check that the telephone system is working ensuring that an answering machine with an appropriate message is in place if there is nobody

available to answer the call. If not working to ensure that the appropriate manager and the technical services team are made aware immediately.

2. To operate the telephone answering each call efficiently, obtaining information regarding the nature of the call and direct to the appropriate person/area, ensuring the caller is held until the individual can attend to them. In their absence take messages to be given to the individual as soon as possible.
3. To receive all visitors to Reception in a friendly and efficient manner:
 - Obtain information regarding the reason for their visit and inform the relevant member of staff;
 - Supply information as appropriate to ensure all visitors receive a quality service;
 - Ensure visitors' names are recorded in the visitors' book, in compliance with fire regulations.
4. Ensure the Reception area is kept tidy and stocked with appropriate publicity material.
5. Be aware of the current staffing structure, responsibility for tasks and new developments.
6. Ensure that records of extension numbers and telephone numbers for staff off-site and on-site are kept up-to-date.
7. To fulfil typing requirements as tasked by your line manager
8. To open, stamp and distribute incoming mail as instructed by your line manager.
9. To service the needs of the College when meetings take place e.g. prepare tea/coffee as and when required.
10. To service project team meetings, including minutes and production of reports as instructed.
11. To assist with administrative tasks, including filing, minute taking, typing etc as required.
12. To work as part of the Administrative team within the College.
13. To work in conjunction with your line manager in managing administration for all trips and visits, including cover and organising major College functions.
14. To provide administrative support to other areas within the College such as HR, finance etc.

General

1. To share the Trust's commitment for promoting and safeguarding the welfare of students.
2. To be responsible for promoting and safeguarding the welfare of students, children and vulnerable adults that you come into contact with.
3. To carry out the above duties in accordance with the Trust's Health and Safety Policy.
4. To actively support and promote equality and diversity throughout the Trust.

Updated May 2017 - This job description is part of an ongoing process of collaborative review and is likely to change over the coming months.

5. To work co-operatively with other staff within the Trust.
6. To work with students as and when required.
7. To comply with all the policies and procedures of the Trust as contained in the booklet entitled "Ruskin Mill Trust - Student Protection Policies".
8. To maintain exemplary standards of professionalism, honesty and respect at all times, and not abuse the privilege of access to confidential information.
9. To be responsible for the care and development for your working area.
10. To attend meetings and supervision as required.
11. To deliver training or development opportunities as required.
12. To maintain a 'duty of candour' and to be open and honest at all times, ensuring that concerns are raised promptly through the appropriate management routes.
13. To undertake training and development as required by the Trust and the Hiram Education and Research Team. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
14. To undertake work related continued professional development (CPD) as required by the post.
15. May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
16. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.

Staff Management and Supervision

The Receptionist and Administrative Assistant has no direct staff responsibility.

Liaison

To liaise with all staff employed by the Trust, professional bodies, external consultants, and any outside bodies as and when required.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the post holder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be given full consideration.

Person Specification / Training and Development Requirements

Position: Receptionist and Administrative Assistant

The following are the criteria that will be used for Shortlisting

Experience:

- Ideally experience of working in an administrative or receptionist capacity
- Ideally experience of managing a diverse workload and meeting strict deadlines
- Ideally experience and skilled in drafting correspondence including but not limited to letters, emails, agendas and minutes
- Knowledge of reliably screening communications

Knowledge and Skills:

- Computer Literate in Microsoft office applications, including, Word and Outlook
- Good interpersonal and communication skills
- Organised and flexible
- Ability to demonstrate high levels of discretion and confidentiality
- Ability to demonstrate high levels of motivation and enthusiasm for all duties no matter how minor such as preparing items required throughout meetings such as equipment and refreshments

Once appointed, the post-holder must complete the following trainings and qualifications within the timescales set

Training or Qualification	Name	Timescales for completion	Length of programme
Qualifications / Training	Introduction to Ruskin Mill Trust	Within first 2 weeks of employment	2 week programme
	Management of Actual and Potential Aggression	At first available opportunity	1 day
	PREVENT training	Within 1 week of commencing role	Online - about 1 hour
	Safeguarding - Internal Policies and Procedures	Within 3 months of commencing role	2 hours
	Equality and Diversity	Within 3 months of commencing role	2 hours
	Craft activities as agreed with line manager	1 year	Variable