

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Reception and Admin Assistant	<b>Grade:</b> Scale 4
<b>Section:</b> Lifelong Learning	<b>Directorate:</b> Children's Services
<b>Responsible to following manager:</b> Work Based Learning Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> RWCS23L	<b>Last review date:</b>

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

Wandsworth Council Lifelong Learning (WCLL) delivers courses and programmes aimed at improving the lives of Wandsworth residents.

We are looking for a confident, computer literate team player who will support with administrative duties across our community learning, accredited learning, apprenticeships and work experience programmes. You will have excellent customer service skills and be able to communicate effectively with staff across the service

Some of the responsibilities of the role will be: - providing administrative support; using various Microsoft Office applications and other bespoke databases; maintaining and monitoring information and records; organising meetings; filing, copying, assisting learners with enrolment; registering learners with awarding bodies; reception duties; assisting with setting up of training sessions.

### **Specific Duties and Responsibilities**

- To contribute to the smooth running of WCLL administrative processes and procedures
- To assist in the provision of administrative support for WCLL including telephone communication, data entry, handling post and distribution, filing, photocopying and correspondence with staff, stakeholders, and learners
- Staffing reception - meet and greet clients at the WCLL main site, maintaining the reception area.
- Filing, scanning, and uploading and organising documents on our SharePoint system
- Responsible for maintaining the stationery resources for the team, monitoring stock and replenishing stock
- To support the Lifelong learning team in the provision of exceptional customer service
- Administrative support for the Information, Advice and Guidance (IAG) team, support all learner queries
- Administrative support for the arrangement and delivery of initial assessment sessions
- Communication with learners regarding course and attendance queries
- Support the laptop loan scheme by managing requests and reminders for laptops. Keeping an up-to-date record.
- Handle administrative tasks for certificates, including scanning, uploading certificates, and distributing them to learners.
- Assist in the registration and certification of learners with different awarding bodies
- Dealing with exam couriers.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

We can provide you with excellent personal and professional development courses and training which can further your current skills and knowledge.

#### **You will have:**

- Basic keyboard skills, use of Microsoft Office, email & Outlook Calendar and the internet
- Excellent standards of English spelling, grammar and punctuation
- Good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to take down telephone messages clearly and accurately
- Good interpersonal skills and proven experience of dealing effectively, politely and diplomatically with people, both face-to-face and on the telephone.
- Excellent attention to detail
- Evidence of a systematic approach, with good organisational skills, including the ability to set up, maintain and develop filing systems
- Ability to remain calm and effective whilst working under pressure, to grasp quickly what is required, use initiative where appropriate, and to plan a personal work programme and prioritise competing tasks
- Ability to work flexibly and co-operatively with colleagues in a team, asking for and giving support as needed
- Ability to follow instructions and meet deadlines
- Ability to manage own tasks and workload
- An understanding of the importance of equality and diversity and health and safety in the workplace

### **Team structure**

For the current structure please go to The Loop.

## Person Specification

<b>Job Title:</b> Reception and Admin Assistant	<b>Grade:</b> Scale 4
<b>Section:</b> Lifelong Learning	<b>Directorate:</b> Children's Services
<b>Responsible to:</b> WBL Manager	<b>Responsible for:</b> N/A
<b>Post Number/s:</b> RWCS23L	<b>Last Review Date:</b>

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Evidence of a systematic approach, with good organisational skills, including the ability to set up, maintain and develop filing systems	Y		A/I/T
An understanding of the importance of equality and diversity and health and safety in the workplace		Y	A/I
Experience	Essential	Desirable	Assessed
Previous administration/reception work experience	Y		I/A
Skills	Essential	Desirable	Assessed
Basic keyboard skills, use of Microsoft Office, email & Outlook Calendar and the internet	Y		A/I/T

Excellent standards of English spelling, grammar and punctuation	Y		A/I
Good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to take down telephone messages clearly and accurately	Y		A/I/T
Good interpersonal skills and proven experience of excellent customer service both face-to-face and on the telephone.	Y		I
Ability to work flexibly and co-operatively with colleagues in a team, asking for and giving support as needed	Y		I
Ability to manage own tasks and workload, with attention to detail	Y		I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
GCSE English and Maths 9-4 (A-C) or equivalent	Y		A/I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**