



<b>Post title</b>	<b>Student support monitor</b>
Hours	1 Day per academic year 8.50 to 3.35 pm Breaks: 11.25 to 12.45 am 12.45 To 1.35

Purpose of the post	To provide general clerical, administrative and whole school organisational support, particularly in tasks relating to the main reception and student reception.
Key responsibilities	<ul style="list-style-type: none"> <li>• To undertake reception duties, face-to-face enquiries, taking messages and forwarding them onto the relevant person as required.</li> <li>• Welcome visitors to the college, assisting with the signing in/out system, issuing badges/passes or escorting visitors as required.</li> <li>• Deliver key messages and correspondence to staff and students.</li> <li>• Assist and respond to routine enquiries from staff, students and parents/carers.</li> <li>• Photocopying.</li> <li>• Organising internal/external post.</li> <li>• Organising refreshments for visitors.</li> <li>• Stock control of stationery room.</li> </ul>
PERSON SPECIFICATION	<ul style="list-style-type: none"> <li>• Good communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone.</li> <li>• Initiative to respond to unexpected problems.</li> <li>• Excellent organisational skills to complete tasks to deadlines and re-prioritising workload as appropriate. Work flexibly as the workload demands.</li> <li>• Use initiative and work without the aid of supervision on occasions.</li> </ul> <p>You must also have the following characteristics:</p> <ul style="list-style-type: none"> <li>• Well mannered.</li> <li>• Smart appearance.</li> <li>• Good inter-personal skills.</li> <li>• Good communication (verbal and written) skills.</li> <li>• Organisational skills.</li> <li>• Ability to prioritise.</li> <li>• Conscientious.</li> <li>• Approachable.</li> </ul>