



Job Description

Post:	Receptionist & Administrator	Grade:	G
Department:	Principal's Office		
Team:	Principal's Office		
Responsible to:	Principal's Office Manager		

Main Purpose:

- Always provide high quality customer service when dealing with email, telephone and face to face enquiries from staff, students, and external parties.
- Provide administrative support as detailed below.
- Be a Brand Ambassador of Norland at all times.

Main Responsibilities and duties:

- Receive visitors at the reception desk for Norland by greeting, welcoming, directing and announcing them appropriately.
- Answer, screen and transfer incoming phone calls on the main switchboard.
- Set and maintain the main site voicemail system, ensuring the voicemail greeting is updated when required and out of office messages are set.
- Ensure the reception area is tidy and presentable, with all necessary stationery and materials (e.g., prospectus, visitors' book) at all times.
- Maintain office security by following safety procedures and controlling access via the reception desk i.e., issue visitor badges.
- Monitor the enquiries@ inbox, forwarding emails on to the appropriate members of staff.
- Update the electronic internal telephone list available on SharePoint. Update and maintain car registration list for both sites.
- Receive, sort, and distribute incoming and outgoing post and deliveries.
- Coordinate the collection of large deliveries, ensuring reception remains tidy and uncluttered by moving these items out of sight.
- Liaise with the post office regarding closure dates and completing the necessary paperwork for both sites to confirm the arrangements.
- Liaise with Systemagic for central telephone out of office/closed messages on closure/offsite dates.
- Order and keep an inventory of stationery and office supplies for all staff at both sites including resources for the academic teams when requested.
- Log and monitor the staff kitchen and stationary costs onto the PO budget sheet Carry out annual stocktake of basement store and facilities office.
- Order refreshments for staff and students for both sites ensuring that correct budget codes are charged.
- Coordinate refreshments and lunches for meetings and events, liaising with appropriate staff regarding requirements, numbers, etc. This will also include liaising with the external caterers.



- Raising purchase orders and logging onto PO budget sheet all items relating to stationery and staff kitchen.
- Provide administrative support for Norland guests, for example travel and accommodation arrangements.
- Maintain comprehensive list of taxi bookings and advise Finance which departments should be charged.
- When required, book transport and accommodation for staff and students to attend external events.
- Take responsibility for the Norland calendar, ensuring it is kept up to date with the key meetings calendar and Norland events, liaising with staff as appropriate (this may require booking rooms at late notice).
- To coordinate, administer and maintain oversight of the timetable register, calendars and scheduling systems across OP and YP. This includes liaising with the Programme Leaders, , Senior Leadership Team and staff members to manage space and resource utilisation efficiently, ensuring there are no scheduling conflicts and support the effective coordination of onsite and virtual activities.
- Schedule all MediaSite (lecture capture) recordings.
- Liaising with the relevant staff to update the digital and physical noticeboards. This includes printing, mounting and placing content onto the boards twice a year during February half term and during summer holidays.
- Retrieve and send items from storage as requested.
- Provide administrative support to the Principal's Office when requested.
- Coordinate and administer quarterly staff lunches/vouchers.
- Support the coordination of Norland's charitable and community engagement activities and events, assisting with administrative duties and working with student representatives and the Charities and Communities manager.
- Assist the marketing department with sending out prospectuses to prospective students.
- Coordinate the mailing of Golden Tickets and Welcome Week guides for new student intake.
- Liaise with Education Administrator to order/purchase Norland folders and lanyards for new sets.
- Sourcing and fulfilling prize baskets for Welcome Week winners in liaison with Student Support manager.
- On occasion, be a keyholder and open and/ or lock up the building.
- Be willing to undertake Fire Warden and First Aid training and be a key holder to assist in opening and closing the building as and when required.
- Work with internal departments to ensure operational procedures are fully complied with.
- Take ownership of continued personal development (CPD) within your role and identify personal training needs.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with Norland's policies and procedures, as laid out in the Financial Regulations.
- To undertake any other duties, as required from time to time.



General:

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

- Have full regard for Norland's equality and diversity, health and safety and safeguarding requirements.
- Achieve individual and team targets assigned through Norland's annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.
- Operate within approved income and expenditure budgets.
- Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.
- Be subject to Norland's approved strategies, policies and procedures and undertake all duties in line with these.
- Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.