

## JOB DESCRIPTION

<b>JOB TITLE</b>	Admissions Assistant/Student Receptionist (part-time)
<b>DEPARTMENT/DIVISION</b>	Short Courses & Conferences/HR & Customer Care
<b>LOCATION</b>	Admissions Office
<b>REPORTING TO</b>	Short Course Admissions Manager/Head of HR & Customer Care
<b>MAIN PURPOSE OF JOB</b>	Supporting the Admissions Office Administrators in processing enquiries and bookings for short courses and accommodation. Staffing the student reception desk, ensuring that customers are made to feel welcome and that their needs are met.

## GENERAL DUTIES AND RESPONSIBILITIES

### Student Bookings

- 1 Carry out weekly check on room allocation, outstanding payments, provisional bookings and waiting lists.
- 2 Deal with booking enquiries received by post, telephone, e-mail or via the website, discussing detailed requirements as necessary.
- 3 Respond to enquiries regarding availability on courses. Where courses are full, provide appropriate and timely information regarding alternatives with the aim of achieving a course booking.
- 4 Process bookings for short courses on the Consensus system promptly and efficiently.
- 5 Check room availability and allocate rooms, liaising with Short Course & Conference Department and Student Reception where necessary.
- 6 Issue documentation to students and assist in the despatch of outward mail and distribution of post received.
- 7 Record all contact with enquirers and students including receipt of all telephone calls and correspondence and action taken/required on the computer, maintain contact information and produce acknowledgement and amended paperwork as appropriate.

- 8 When required, produce and issue invoices and collect student payments by cheque, cash and credit card using the Consensus system. Forward monies to Finance Office.
- 9 Record accurately on the computer all booking requirements including any special needs and all payments received.
- 10 When required, provide information on late bookings in agreed formats to Student Reception, Catering, Housekeeping, Workshop and Craft Shop as required.
- 11 When required, collect final student payments six weeks before the course and issue reminders.
- 12 Maintain up-to-date analysis of gift vouchers issued.
- 13 Deal with any complaints in an effective and timely manner, referring any concerns to the Short Course Admissions Manager or, in their absence, the Head of Short Courses & Conferences.

#### **Database Administration**

- 1 When required, train and support other staff in their use of the database.

#### **Student Reception**

- 1 Greet and register guests and tutors on arrival, issuing room keys and issuing appropriate documentation.
- 2 Respond to customers' needs including room adjustments, answering queries and handling complaints in an effective and timely manner in consultation with Head of HR & Customer Care and Head of Short Courses & Conferences where appropriate.
- 3 Access the Consensus booking system as required in order to produce reports, respond to availability enquiries and make adjustments to room allocations.
- 4 Organise scheduled collection/delivery of students to and from Chichester Station.
- 5 Ensure that baggage handling, general assistance and hospitality is available to all customers.
- 6 Provide administrative services to customers and tutors including faxing, photocopying etc.
- 7 Liaise with the Catering and Housekeeping departments as required.
- 8 Liaise with Workshop and Works department staff in respect of emergency maintenance issues in the house.

- 9 Ensure that tutors nominated as fire officers are provided with a fire list and instructions.
- 10 Answer enquiries in respect of College services, travel directions and local facilities as required.
- 11 Provide housekeeping services on an emergency basis if required.
- 12 Assist with the retail sale of merchandise, e.g. tutors' work.
- 13 Act as roll call officer during weekend duties.

#### **Other Duties**

- 1 Perform any other duties as may be required by the Short Course Admissions Manager, Head of Short Courses & Conferences or Head of HR & Customer Care

This job description is subject to regular review in consultation with the Admissions Assistant/Student Receptionist (part-time).