



**Christ the
Redeemer College**
L o n d o n

Job Description

Job Title: Front Desk Administrator	
Department: Front Office	Position Reports To: Head of Admin / Centre Coordinator
Salary: £23,500 - £25,000 / annum Pro rata.	Location: 16-20 Clement Road Ilford. IG1 1BA

We are seeking to employ a highly organised administrator to join our busy department, delivering student support to a very high standard. Duties include dealing with staff and students in a professional and efficient manner.

Main Duties & Responsibilities

- To prepare the front desk and other facility areas ready to welcome students, staff and visitors to the College and to open all access gates and doors to the building
- Switch on and off all lights as necessary and check that the facility is at the right temperature in all classrooms
- Ensure front desk is always tidy and presentable with all necessary material (pens, forms, paper, etc.) available for the smooth running of the front office.
- Courteously welcome Students & Guests as they arrive (following all health and safety protocols as may be advised by management and any special emergency response plan in place
- Encourage all staff and students have their ID Card worn at all time
- Ensure classes are clearly signposted according to timetables and where regular class locations have changed, use flipchart or other digital means to provide basic directions and help direct the students accordingly
- Respond swiftly and politely to student, staff, and visitor enquiries and where response is not immediately available at front desk, signpost to the relevant department
- Answer all incoming calls, redirect them accordingly or take a message.
- Receive and Manage deliveries (letters, packages etc.) and distribute them accordingly
- Check the letter box at the beginning of the day, record all incoming mails and deliveries and forward any enquiries about a delivery to admin.
- Monitor office supplies and liaise with Finance to place orders when necessary.
- Conduct a comprehensive end of shift health, safety and security check after every shift and send report to centre coordinator
- Flexibility to switch tasks as may be assigned (Student support, Recruitment, facilities, Timetables, schedules etc.)
- To respond and advise efficiently to all electronic or verbal enquiries from students, staff, visitors both in-person and electronic, using own initiative to forward or connect to relevant personnel.
- To be able to work with minimal supervision, independently or as part of a team.
- Carry out ad hoc printing, scanning, and photocopying of documents as may be required for staff, students or meetings.
- Carry out any other duties which are requested by your line manager
- Always maintain confidentiality and a high level of discretion.

- Provide basic technical support for lecturers and students struggling with simple IT related tasks. If the IT problem is difficult to resolve, request help from the appropriate department
- Manage the Quercus programme by preparing student's data to be uploaded, assigning class sessions for teachers to be able to do attendance and inform the IT department if there are elements (e.g. new teacher to be registered) missing.
- Managing all student data on Quercus and Monitor the attendance of classes by providing the various means lecturers can take attendance (soft or hard copy), update on excel and send report of the data to the Student Support Team
- Provide Admin support during the induction process and make sure the data to complete enrolment is as required.
- Conduct a class routine check at 20 minutes interval to provide support to lecturers where necessary and ensure students are in their best behaviour.

Please note this list is not exhaustive, and tasks may be amended, added, or removed in response to changing requirements or in line with the skills and experience of the post holder

Person Specification

The successful candidate will be educated to undergraduate degree level and ideally have previous experience in an administrative role such as in customer services or as a receptionist. We are looking for candidates who would allow for flexible hours as we run classes through evenings and weekends.

How to Apply

The deadline for applications is 28th February 2025. Interested and qualified candidates should apply via email containing a recent CV and covering letter to: hrsupport@chrisredeemer.ac.uk or use the **Apply** button on the website.