Christ the Redeemer College

London

Front Desk Administrator

(Post Reference: CRC 003)

Salary Scale: £25600 – £27,000 per annum/Pro rata

ABOUT CHRIST THE REDEEMER COLLEGE

Christ the Redeemer College (CRC) was founded in 1998 as Christ Redeemer Bible College originally located in the South-East of London and the purpose of the college was to train ministers for the Redeemed Christian Church of God. Over the years, the institution has grown into a multidisciplinary Higher institution offering a broad range of undergraduate, taught postgraduate and research qualifications servicing a diverse student body. The Main Campus is now located at the College's own facilities at 23 The Village Way East, Rayners Lane. London. HA2 7LX.

Our education foundations are built on Christian Ethos though with a global commitment of empowering all students from every background to be able to grow and excel in a conducive environment. Our student body is diverse, including many under-represented and disadvantaged groups such as mature students and students from low-participation neighbourhoods.

CRC is committed to educating individuals to become church leaders, counsellors, health and social care professionals, qualified business leaders, community leaders etc. who can clearly understand and address the unique assets and needs of their communities. As communities are strengthened through strong leadership, they become more engaged within their immediate communities and are able to drive sustainable change. CRC's programmes equip leaders to change lives, revitalize congregations, and transform business and communities. Although CRC's primary focus has been its work with pastors, theological students, and church leaders, over the years, its programmes have also expanded to educate individuals to engage in business studies, health and social care and community development

MISSION AND VISION
Mission Statement

To provide high quality, high value education to advance the leadership, ministerial and professional aims of its students in a competitive and dynamic global environment

Aims
- To offer the most positive learning experience possible in a setting that encourages and fosters friendliness and positive social engagement.
- To provide an engaging learning environment that fosters community and at the same time allows for individuality among the diverse student body.
- Its approach to training is targeted towards preparing students to become leaders in their chosen fields of endeavours in business, employment or Christian ministry

CRC Vision
- Provide an outstanding student experience, underpinned by high quality learning and teaching; and develop our strong sense of community.
- Harness the creativity, knowledge and commitment of our staff to promote our values and enhance our activities.
- Further strengthen our links to employers and enhance student employability and self-employment.
- Continue our investment in the college facilities to further enhance what is already an outstanding environment for learning and living.
- Develop infrastructure and processes towards becoming a Christian University

CRC's Core Values

Our core values lie in our wholehearted commitment to our students, staff and stakeholders, and our constant efforts to improve in all we do. Our approach is inclusive; we celebrate diversity and will tirelessly strive to enhance the life opportunities that a good education provides for our students.

CRC aims to be both financially and environmentally sustainable, seeking always to reinvest our resources to enhance:

- the student experience.

- our research capacity.
- our engagement with the public, business and Christian community.
- our commitment to our local communities and
- our commitment to provide a learning environment underpinned by Christian ethos.

We will be decisive and focused on all we do, and plan with a realistic ambition founded on our strong progress to date and will:

- embrace challenges and seize opportunities
- expect and celebrate creativity and excellence
- act responsibly and with integrity
- show determination, resilience, ambition and adaptability

work together to deliver our Vision

Strategic Aims

Our strategic aims are gathered together under headings that reflect both our vision and values. These are:

- To enhance teaching and learning and the student experience
- To Grow our research provisions
- To build a robust College community
- To collaborate with external partnerships
- To build robust sustainability.

Job Description

Job title:	Front Desk Administrator /Harrow Campus Coordinator
Department:	Front Office
Position reports to:	Head of Student Administrative Services
Location:	CRC Main Campus, 23 Village Way East, Rayners Lane. HA2 7LX

Main duties & Responsibilities

- To prepare the front desk and other facilities ready to welcome students, staff and visitors to the College and to open all access gates and doors to the building.
- To provide a hospitable environment for everyone visiting the campus through the front office, including the preparation and proper upkeep of the reception areas.
- Switch on all lights as necessary and check that the facility is at the right temperature in all classrooms (including the basement on specified days)
- Check facilities on arrival daily and randomly to ensure all required classroom resources (relevant computer hardware, computer screen, CPU. Keyboard, mouse, smartboard, video camera, conference microphone etc.) are supplied ready for classes to commence and run smoothly.
- 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 e.g. pandemic regulations)
- Encourage all students and staff to sign into the building using the sign in Register at the reception
- 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.
- Process and Double check outgoing mails are correctly labelled and recorded in the Letter Record book, placing relevant stamps on the mail and post at the nearest post box. If it needs to be sent by Recorded Delivery, walk down to the Post Office and put it in for 2nd class Recorded delivery unless instructed to do otherwise. (Other departments are responsible for their outgoing mails).
- Check, sort, and forward emails (CRC Operations) accordingly.
- Receive incoming mails, update the register, Verify the identity of recipients before handing over sensitive mails.
- Open and disseminate incoming post as appropriate
- Monitor office supplies and liaise with Finance to place orders when necessary.
- Keep updated records and files of relevant data (monitor physical and online attendance of classes)
- Conduct a comprehensive end of shift health, safety and security check after every shift and complete the handover notebook. – health and safety/ fire safety training available?
- 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.
- Book rooms and manage hospitality and AV requirements for meetings within the facility

- Carry out ad hoc printing, scanning and photocopying of documents as may be required for staff, students or meetings.
- 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, escalate to the appropriate department
- Manage the Student Management System (SMS)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 the Student Management System and provide support to the Admin Officer for Student Management System based activities
- Monitor the attendance of classes by providing the various means lecturers can take attendance (offline and online) and send a report of the data to the Student Support Admin Team.
- Provide Admin support during the induction process and make sure the data to complete enrolment is as required.
- Monitor and support the wellbeing of Harrow Campus students
- Discuss with Admin team about student status issues and work with Student Support to review them
- Carry out any other duties which are requested by your line manager.

THE DEPARTMENT
This is an exciting opportunity to be part of the front Office team. The post holder will support in providing high quality customer services as first point of contact to the various schools and departments across the College and deliver a range of activities as stated in the Job description.

PERSON SPECIFICATION
It is important that anyone employed by Christ the Redeemer College is in alignment with the aims and objectives of the college as provided. The successful candidate will be a confident individual who will work closely with both the student and academic community. Applicant will need to demonstrate excellent communication and interpersonal skills and be highly motivated to operate in a dynamic and busy environment, while maintaining the highest standard of customer service. Previous experience in a higher education environment or being educated to degree level is desirable.

FACTOR	ESSENTIAL	DESIRABLE
Qualifications	Relevant Formal Academic qualification at GCSE level.	Degree level or equivalent.
Relevant Knowledge & Experience:	Administrative experience of working in a busy customer focused environment. Working Knowledge & Experience using Microsoft office suites	Experience working with higher education. High level of accuracy and attention to detail.
Aptitude, skills and abilities	- Good Admin & IT Skills - Ability to deal with a variety of stakeholders with tact and sensitivity. - Ability to communicate effectively, both verbally and in writing	Excellent interpersonal skills Ability to manage and prioritise a demanding workload whilst retaining excellent customer service standards. Aptitude to use a Student Records management database, such as Quercus

| Personal attributes: | Enthusiastic, Proactive & uses initiative.
Ability to work in a changing and flexible environment An enthusiastic and flexible approach to work. | |

Health & Safety:

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co- operate with the College on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.
- Where post holders line manages staff and services, they will be responsible for the health, safety and welfare of those staff and services in accordance with the College's Health & Safety Organizational Arrangements.

General Terms

This job description summarizes the main duties and accountabilities of the post and is not exclusive. The post holder is required to undertake other duties of similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at CRC. All staff must undergo appropriate data protection training as defined by the College's Data Protection Policy and comply with the College's Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities, Bring Your Own Device Policy and Wireless Networking Policy
- The College is committed to equality of opportunity. All staff are required to comply with current legislation, College policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of students and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the College probationary and appraisal process and should ensure they are familiar with the processes, attend the mandatory meetings and training and plan time to prepare for their appraisal. Following probationary interviews and appraisals, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The College expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the College's Absence Management Policy and recorded on Teams and staff are expected to be familiar with and follow the Policy.
- The College acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the College not to allow smoking on College premises other than in specifically designated areas.

General Terms & Conditions of Employment

The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification. All new employees undergo a period of probation in accordance with the College's Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period. The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours.

The College holiday year runs from 1st September to 31st August. The post carries an entitlement to 20 working days (for a full-time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the College is closed on particular dates in the interests of efficiency.

Disclosure and Barring Service

It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment, you will be required to undertake a DBS check. The College will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pension and Auto Enrolment

If you meet the criteria set out below and are not already an active member of any of our pension schemes, the College will auto-enrol you into a suitable pension scheme. The criteria for auto-enrolment is:
- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The finance team will advise employees on the pension schemes supported by Christ the Redeemer College and eligibility upon successful appointment.

How to Apply

Interested and qualified candidates are encouraged to apply by clicking the Apply button. Alternatively, you may send a copy of your most recent CV along with the completed application form to hrsupport@christredeemer.ac.uk
We look forward to receiving your application.