**Receptionist**

**Full time, permanent**

**£24,750 to £25,954**

*Nescot is recognised as the ‘****Employer of the year’*** *at the Surrey Business Awards 2024 and offers a wide range of benefits and wellbeing activities to staff.*

Nescot College has a fantastic opportunity for a permanent, full time Receptionist, based in our friendly, easily accessible campus in Epsom, Surrey.

**What we are looking for:**

We are seeking an enthusiastic and positive individual with experience of providing excellent customer service, to offer a warm welcome to everyone arriving at the College. You will need outstanding communication skills, and the ability to use your initiative and multitask while remaining calm and flexible.

**Duties/responsibilities:**

* Welcome and assist students, staff and visitors at main Reception
* Manage a wide range of reception and administrative duties, including answering the switchboard and transferring calls
* Provide support for events and event registration
* Work closely with the Estates and Security Teams.

**Benefits:**

* 25 days annual leave
* 5-minute walk from Ewell East Station
* Free parking on-site
* A discounted on-site gym, sports hall, fitness classes, osteopathy and day nursery
* A discounted on-site Starbucks
* Free online qualifications

*Nescot is graded ‘Good’ by Ofsted following its latest inspection in January 2023. Inspectors rated the College as Good in all 8 aspects. The report recognises that students “enjoy their courses and are motivated to succeed”, and benefit from “highly supportive relationships” with staff. Safeguarding arrangements are “effective” with regular training for staff, and leaders have in place “an effective policy for safer recruitment.”*

*At Nescot, we’re proud of our inclusive culture and we welcome all applications.*

*This role is employed through Nescot Enterprises Ltd, a wholly owned subsidiary of Nescot which operates different terms and conditions.*

*This college is a smoke-free campus—smoking and vaping are not permitted anywhere on campus.*

**Closing date is 3rd September 2025**

**Interviews date is 10th September 2025**



**Job Description**

|  |  |
| --- | --- |
| **Position Details:** | |
| **Title:** | Receptionist |
| **Department:** | Executive Office |
| **Fraction:** | 1 FTE |
| **Status:** | Permanent |
| **Grade:** | NEL Grade 3 |
| **Child/Vulnerable Adult Contact:** | Yes |
| **Reporting / Department Details:** | |
| **Responsible to:** | Senior Executive Officer |

**Functional links with:** All Curriculum and Business Support functions, College Management Team; external agencies and partners.

|  |
| --- |
| **Job Purpose:** |
| To create a positive and welcoming environment for students, staff, and visitors at our college. You’ll be the first point of contact, ensuring excellent customer service and efficient management of reception tasks, including ensuring the reception and entrance is a welcoming space to arrive at. |

|  |
| --- |
| **Main Duties and Tasks:** |
| * Warmly welcome visitors in person or over the telephone. Answer enquiries and direct them to the appropriate departments. * Ensure all visitors are properly booked in to gain access to the building. * Issue ID badges to staff and students using NET 2 software. * Answer the switchboard promptly, transfer calls and announce calls when not assisting customers. * Manage minibus and vehicle bookings and routine maintenance of college vehicles. * Prepare the termly duty rotas and maintenance of ‘Duty Rota’ bag and telephone. * Ensure the Skills Park provides a friendly welcome to visitors, including coordinating monthly events or exhibitions. * Coordination of visitor car parking bookings and associated signage. * Provide support for events and event registration. * Work closely with campus support teams (Security/estates and facilities) to report any maintenance, health and safety or security issues. |
| **Personal Development:** |
| * Participates in, and co-operates with, own Performance Review Interview to ensure that job-related targets are met and on-going staff development is in line with Nescot’s aims. * To carry out Continuing Professional Development (CPD) relevant to the role, including subject or professional updates. * Staff at Nescot are required to complete mandatory online training modules to ensure the highest standards of education and safety. This training covers (but not limited to) child protection, health and safety, first aid, fire safety, safeguarding, and data protection. Additionally, staff may be required to undertake training specific to their role. This ongoing professional development is essential for maintaining a positive and supportive environment. |

|  |  |
| --- | --- |
| **Equality and Diversity and Nescot Values:** | |
| * It is the responsibility of the post holder to promote equality and diversity, Nescot Enterprise values and recognition of diversity throughout Nescot. * To follow and adhere to Nescot’s Equality and Diversity policy at all times. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to equality and diversity and Nescot Enterprise values. |
| **Safeguarding and PREVENT Responsibilities:** | |
| * It is the responsibility of the post holder to commit to safeguarding and promoting the welfare of students within Nescot. * The post holder will undertake their duties in full accordance with Nescot Enterprises’ policies and procedures relating to safeguarding, PREVENT and promoting the welfare of students. | |
| **Additional Duties:** | |
| * To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within Nescot Enterprises at the initial place of work or any other of the College Group sites within the area. | |

|  |
| --- |
| **Health and Safety:** |
| * Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions.  In addition, you must co-operate with the College on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare. * The Health and Safety Policy is available through SharePoint, your line manager or via Onboarding. * This college is a smoke-free campus—smoking and vaping are not permitted anywhere on campus.  |  | | --- | | **Terms and Conditions of Nescot Enterprises Ltd:** | | * Please note that this is a post under Nescot Enterprises which has different terms and conditions to that of the College | |
| **Annual Leave and Hours of Work:** |
| * Full time hours of work are 37.5 hours per week, normally worked Monday – Friday 8.30am – 5.00pm. Part time or casual hours will be as agreed. * For full time staff annual leave is 25 days plus Bank Holidays plus 5 efficiency days taken at Christmas when the College is closed for 2 weeks. Part time staff’s annual leave will be pro rata. Please note that it is expected that post holders will take their annual leave at times convenient to the department and its students, which will normally therefore be at times when students are not in college.  |  | | --- | | **Pension** | | You have the right to join the NEST scheme and you will be automatically enrolled into the NEST Government Workplace Pension Scheme should you meet the required criteria of an eligible job holder. You may elect to opt out if you wish. |   This job description is current as dated. In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.  UPDATED BY: COO Date: April 2024  UPDATED BY: HR Date: August 2025 |

****PLEASE CONTINUE FOR PERSON SPECIFICATION

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Person Specification – Executive Assistant (Reception)** | | | | | | | |
|  | **Essential** | | | **How Identified\*** | **Desirable** | | **How Identified\*** |
| **Experience** | Previous experience in a Front of House role.  Experience of managing a busy reception and multitasking. | | | A/I  A/I | Experience of working in an education setting. | | A/I |
| **Skills and Abilities** | Strong written and verbal communication skills.  Ability to use initiative and solve problems efficiently.  Self-motivated, flexible, and well-presented.  A positive attitude and willingness to support the team.  Strong organisational skills.  Confident using Microsoft Office Products including Office365 and Teams telephony. | | | A/I  A/I  A/I  A/I  A/I  A/I |  | |  |
| **Qualifications** |  | | |  | Relevant qualification in hospitality or customer service or willingness to work towards one. | | A/I |
| **Personal Qualities** | Commitment to ensuring a 5-star client service experience.  Proactive and forward-thinking individual.    Pleasant, approachable manner.    Pragmatic and logical approach to problem solving.  Has awareness of equality and diversity and NEL Values which are promoted within your role.  Commitment to continuing professional development.  Commitment to safeguarding, PREVENT and promoting the welfare of learners.  The required health and physical capacity to carry out the relevant administrative activities, after NEL has made such adjustments as may be required under the disability provisions of the Equality Act 2010.  Commitment to energy management and sustainability. | | | A/I  A/I  A/I  A/I  A/I  A/I  A/I    M  A/I |  | |  |
| **KEY** | | | | | | | |
| **A** = Application Form | | **I** = Interview | **O** = Observed Teaching Session | | **T** = Test | **M** = Medical Questionnaire | |