



## **Customer Services Administrator (Reception)**

Clifton College are looking for a professional and friendly Customer Services Administrator, to be the primary point of contact at Reception for all general enquiries and visitors to the College on Fridays. The successful candidate will provide an efficient and courteous switchboard service and carry out other duties associated with the role such as ordering supplies, preparing external mail and supporting the Exams Office where necessary.

### **About Us**

Clifton College is a leading independent day and boarding school educating over 1,200 pupils aged 3 to 18. Founded in 1862, the College provides an all-round education, a rich heritage with modern state-of-the-art facilities. Located in the beautiful suburb of Clifton, we lead the way as one of the best independent schools in the country.

### **What you'll be doing (objectives)**

- To provide a professional and welcoming reception service to all visitors to the College.
- Act as a primary point of contact for general enquiries to the College ensuring they are routed correctly and responded to in line with our service standards.
- Ensure the provision of an efficient and courteous switchboard service.
- Prepare all external mail for posting and liaise with Royal Mail in relation to pick up and collection times.
- Produce and issue status verification letters for pupils in line with requirements.
- In conjunction with the Examinations Officer support the administration of the examination process by collating and issuing exam papers to the relevant examination bodies.
- Work with the Head's PA and other relevant staff to ensure a high-quality customer experience for all visitors to Clifton College.
- The ordering of basic stationery and consumable supplies in conjunction with relevant other departments.
- Assist the Head's PA with administrative duties as and when required.

### **About You**

- Excellent interpersonal skills, with the ability to welcome visitors to the College in a polite and professional manner which is in keeping with an environment such as this.
- An excellent memory for faces and appointments.
- Take a pro-active, customer focused approach
- Ability to work under pressure using own initiative, planning and prioritising, versatile and flexible.

### **Required Qualifications & experience**

#### **Essential:**

- Educated to GCSE Level or equivalent in English and Mathematics.



Desirable:

- Previous experience of working within an Independent School.
- Previous experience of working within a fast-paced customer service experience.
- Customer Service/ Hospitality qualifications.

## Required Skills

Essential:

- Knowledge of using Microsoft packages such as Word, Excel and Outlook.

Desirable:

- Knowledge of using Google sheets and drive.

## How we Recruit and our commitment to Safeguarding

Clifton College is committed to Safeguarding and Keeping Children Safe in Education (KCSIE). That's why we apply stringent selection principles to our recruitment. If you're invited to interview, you'll be asked to complete an application form (but it's OK if you want to send us your CV too). Although not all the roles at Clifton College are pupil-facing, we treat all roles as regulated activity. This means we can be safe in the knowledge that we have applied the most stringent recruitment checks to safeguard our pupils.

If you join us, we'll expect you to maintain an up-to-date knowledge of Safeguarding legislation, and our safeguarding policies and procedures. We'll also ask you to maintain an up-to-date knowledge of Equality and Diversity legislation and associated policies, as well as Health & Safety legislation. But don't worry because we'll provide training to do this!

## What's in it for you

£11.76 per hour • Free Holiday Club • Free lunch • Onsite gym membership with swimming pool • Pension scheme & Life Assurance • Cycle to work scheme • Confidential counselling • Employee Assistance • Opportunities for career development • Pop Up Bicycle Servicing • Wellbeing Week

## How to apply

In the first instance, send us your CV. If you're invited to interview, we'll ask you to complete an application form which is a key requirement of Safer Recruitment within Keeping Children Safe in Education (KCSIE)

Clifton College are committed to safeguarding and promoting the welfare of children and young people, all staff and volunteers are required to share this commitment. Due to the nature of the role, you will need to complete an enhanced criminal record disclosure (DBS check) and undergo our pre-employment screening. As a regulated sector we are required to ask for references prior to interview. By applying for this role you are consenting for us to contact your referees. This role is exempt from the Rehabilitation of Offenders Act 1974 therefore you will be asked to disclose all previous convictions not exempt under amendments to the Exceptions Order 1975,2013 and 2020.



### **Equal Opportunities & Safeguarding**

Applications are welcome from all suitably qualified candidates regardless of ethnicity, gender, age or disability. We particularly encourage applications from under-represented groups. Clifton College is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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