

Company: Nelson College London Ltd
Title: Receptionist/Administration Officer
Reporting to: Registrar
Closing date: 30th September 2019

Purpose of Job

Job holder will be responsible for handling front office reception and administration duties and providing friendly and effective student admission service.

Main Duties and Responsibilities

1. Being responsible for handling front office reception and administration duties
2. Providing a polite and professional response to customer enquiries face to face, over the phone and email
3. Responding to customer complaints with the aim to resolve at first contact where possible
4. Supporting Attendance Officer with their tasks
5. Ensuring that the classrooms are ready during the term
6. Assisting with recruitment and selection of new students
7. Assisting with yearly audit of student files
8. Assisting with maintaining student records; application forms, assessment record, documentation from potential and enrolled students
9. Providing administrative support in setting up interviews
10. Assisting with organization of the required tests for potential students, invigilating the tests and communicating feedback to potential students
11. Maintaining all the decisions on the electronic system in line with agreed procedure
12. Maintaining a safe and secure work environment
13. Completing special projects by organising and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results
14. Assisting with necessary arrangements for the smooth delivery of student induction process
15. Performing any other tasks or activities that fall within the overall scope of the job

Person Specification Guidelines

The Administrator/Administration Officer should possess:

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Knowledge of Word, Excel and Power Point (desirable)
- The ability to work effectively under pressure and tight deadlines
- Excellent problem solving and organizational skills
- Attention to details

Please email your CV and a short covering letter stating your suitability for the role to t.russell@nelsoncollege.ac.uk

***Should you not hear from us within 2 weeks of the closing date, then unfortunately your application has not been successful.**