

Job Title:	Receptionist/ Academic Administrator	Job Category:	Professional Services
Department/Group:	Registry	Job Code:	N/A
Location:	London, United Kingdom	Direct Reports:	N/A
Level/Salary Range:	£30K	Position Type:	Full-time
Reporting to	Registrar		
Qualifications & Experience:	Good Maths and English Experience of front of house and administration		
Job Description			
Roles and responsibilities			
Reception			
<ul style="list-style-type: none"> • Be the first point of contact for the SPJUK campus. • Greet, advise, and assist visitors and students. • Answer queries related to SPJUK by phone email and in person 			
Registry administration			
<ul style="list-style-type: none"> • Support orientation and collecting student ID's and qualifications • Support the management of student records • Support the tracking of student attendance and assessment submission • Update modules and students in Blackboard Learn • Collate examination results for students • Collate and prepare documentation for meetings, external examiners & exam boards • Support graduation 			
Faculty support			
<ul style="list-style-type: none"> • Book appointments and interviews for faculty and staff • Manage travel and accommodation bookings for adjunct staff • Manage room bookings • Support faculty and staff with administrative tasks 			
Person Specification			
Essential Criteria			
Qualifications			
<ul style="list-style-type: none"> • Maths and English GCSE grade C or above • Level 3 qualifications 			

Experience

- Experience of providing a high standard of customer service.
- Experience of using a variety of databases
- Front of house experience
- Experience of organising and supporting meetings

Skills, knowledge and abilities

- Confident communicator
- Good customer service skills
- Fluent with MS Office Suite (Word, Excel, Powerpoint, MS Teams)
- Good organisation skills and the ability to work under pressure
- Ability to maintain a high level of confidentiality

Business requirements

- Able to take a flexible approach to work
- Commitment to delivering an excellent student experience
- Committed to equality, diversity and inclusion
- Commitment to own professional development

Desirable criteria

- Degree or equivalent
- Experience of working in a Higher Education Institution
- Familiarity with Blackboard Learn or other learning management system
- Programme administration experience
- Event organisation