

**Job description**

|  |  |
| --- | --- |
| **Post:** | Bank admin support |
| **Department:** | As required |
| **Responsible to:** | Principal’s Office Manager |

**Main purpose:**

* Provide high quality customer service at all times when dealing with email, telephone and face to face enquiries from staff, students, and external parties.
* Provide timely and accurate administration support to as and when required.
* Be a Brand Ambassador of Norland at all times.

**Main responsibilities**

* Receive visitors at the reception desk by greeting, welcoming, directing and announcing them appropriately
* Answer, screen and transfer incoming phone calls
* Ensure the reception area is tidy and presentable, with all necessary stationery and materials (e.g., prospectus, pens, visitors’ book) at all times
* Maintain office security by following safety procedures and controlling access via the reception desk i.e. issue visitor badges
* Receive, sort and distribute incoming and outgoing post and deliveries. Order stationery supplies as required. Attend and minute any meetings as required
* Order refreshments for all sites
* Assist with setting up and cleaning down rooms for meetings, etc.
* Assist with preparing the reception area for events
* Retrieve and send items from storage as requested
* Provide administrative support to the Principal’s Office Manager or to other members of staff as requested
* Respond to and/or escalate emails received for the Enquiries@ email inbox
* Respond to and/or escalate messages received for the LiveChat function on the website
* Work with internal departments to ensure operational procedures are fully complied with.
* Work with internal departments to ensure operational procedures are fully complied with.
* Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
* Conduct all financial matters associated with the role in accordance with Norland’s policies and procedures, as laid out in the Financial Regulations.
* To undertake any other duties, as required from time to time.

## General:

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

* Have full regard for Norland’s equality and diversity, health and safety and safeguarding requirements.
* Achieve individual and team targets assigned through Norland’s annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.
* Operate within approved income and expenditure budgets.
* Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.
* Be subject to Norland’s approved strategies, policies and procedures and undertake all duties in line with these.
* Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.