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| **Job Title** | Security Receptionist (Colenorton) |
| **Reports to** | Deputy Head of Security  |

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| **Job Purpose** |
| Security Reception is often the first point of call for visitors to Eton College. You will have an approachable, friendly and polite manner when dealing with all staff, parents, pupils and visitors. This is primarily an administrative, customer facing, reception role with the operation of security and visitor management IT systems. |

**Key Tasks and Responsibilities**

* Deliver front of house reception services with excellent customer service
* Ensure knowledge of staff movements in and out of organisation
* Direct incoming telephone calls and ensure all queries are dealt with or directed to the relevant person
* Monitor and maintain office equipment
* Ensure reception area is tidy and presentable
* Ensure the Colleges’ Visitor and Safeguarding polices are adhered to
* Maintaining a close relationship with Human Resources and Porters’ Lodge in respect of visitor identification, security checks and required clearance levels
* Commitment to equality, diversity & inclusion
* Commitment to safeguarding and promoting the welfare of children

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| **Skills and Competencies Required** |
| To be successful in this role, the incumbent should have:* Experience as a Receptionist, Front Office Representation or similar role
* Strong IT skills with sound working knowledge of Microsoft office programs
* Strong customer service and inter-personal skills (written and verbal)
* Exercise tact and diplomacy when needed
* Enthusiastic, methodical with attention to detail
* Ability to manage workload, prioritise and manage time
* Adaptable and flexible
* Administrative skills
* Professional attitude and appearance
* Have a resourceful and proactive approach
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