

# Job Description and Person Specification

Last updated: 18 June 2019

## JOB DESCRIPTION

Post title:	<b>Receptionist/Administrative Assistant</b>		
School/Department:	Vice-Chancellors Office (VCO)		
Faculty:	Professional Services		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2a
Posts responsible to:	Executive Officer		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
Act as a first point of contact for a range of enquiries and provide effective reception and administrative support to the President and Vice-Chancellors Office (VCO)

Key accountabilities/primary responsibilities	% Time
<p><u>Reception - duties include:</u></p> <ul style="list-style-type: none"> <li>• Providing a first point of contact for a range of enquiries to ensure an effective customer service and positive student experience</li> <li>• To welcome visitors, ensure security procedures are followed, and notify relevant staff of their arrival</li> <li>• Provide hospitality for waiting visitors and direct them to their correct destination as appropriate</li> <li>• To answer the telephone: screen and direct calls; take and relay messages; and deal with routine queries</li> <li>• Develop and apply a working knowledge of VCO processes and University systems to answer queries and resolve problems</li> <li>• To receive and sort mail and deliveries, and collate documentation</li> <li>• To book internal rooms as requested</li> <li>• To undertake health &amp; safety duties as required following training</li> <li>• To assist in general office presentation and management</li> </ul>	60%

Key accountabilities/primary responsibilities	% Time
<p><u>Administration support for VCO Team - duties include:</u></p> <ul style="list-style-type: none"> <li>• To provide high quality flexible support and administrative services to assist the Executive Assistants and senior managers and colleagues, including but not limited to photocopying, printing, filing, electronic communication, meeting room bookings, etc.</li> <li>• To maintain records and consolidate information</li> <li>• To assist in the organisation and facilitation of meetings and events</li> <li>• Stationery control</li> <li>• To undertake ad hoc administrative duties as required by other VCO team members</li> <li>• Assist with routine finance administration including but not limited to; <ul style="list-style-type: none"> <li>○ Collation and administration of expenses</li> <li>○ Raising Purchase Orders and registering the receipt of goods and services on the finance system</li> <li>○ Assisting with queries from suppliers, VCO colleagues, and Finance</li> <li>○ Liaising with the University's procurement department to ensure procedures are correctly followed</li> </ul> </li> <li>• Attend to team meetings as requested and appropriate</li> </ul>	35%
<ul style="list-style-type: none"> <li>• Any other duties that fall within the scope of the post as allocated by the line manager</li> </ul>	5%

Internal and external relationships
<p>Other members of the VCO team, University executive managers, Senior Officers of the University, all visitors to the VCO including high-profile/international delegations, University staff, University students</p>

**PERSON SPECIFICATION**

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds, with some relevant work experience.</p> <p>Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages</p> <p>Able to demonstrate a good knowledge of the role and its context</p> <p>Able to produce clear, accurate and concise written documentation</p>	RSA II word-processing, or equivalent level of skill or qualification	Application /interview
Planning and organising	<p>Able to effectively organise allocated work activities to required deadlines and assist in the effective organisation of non-standard tasks and events.</p>		Application /interview
Problem solving and initiative	<p>Able to solve a range of problems and queries by responding to varying circumstances, whilst working within standard procedures.</p>		Application /interview
Management and teamwork	<p>Able to contribute to team efficiency through sharing information and knowledge and constructively supporting others as required</p> <p>Able to adapt well to change and service improvements.</p> <p>Experience of working in a small team</p>		Application /interview
Communicating and influencing	<p>Able to seek and clarify detail from appropriate sources</p> <p>Able to explain procedures and provide assistance where necessary.</p> <p>Able to demonstrate own duties to other colleagues as required.</p> <p>Good communication skills</p> <p>Excellent interpersonal and customer service skills</p>		Application /interview
Other skills and behaviours	<p><b>Embedding Collegiality*</b> (see below)</p>		
Special requirements	<p>Flexible hours of work may be required if appropriate as well as core hours</p> <p>The maintenance of confidentiality in information and data management at all times is mandatory</p>		

## JOB HAZARD ANALYSIS

### Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.H

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

# Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others