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| Last updated: | September 2019 |

**JOB DESCRIPTION**

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| Post title: | **Residential Services Reception Assistant** | | |
| Department/ School: | Residential Services | | |
| Faculty: |  | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 1B |
| \*ERE category: | n/a | | |
| Posts responsible to: | Residences supervisor (L3) | | |
| Posts responsible for: | None | | |
| Post base: | Office-based | | |

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| Job purpose |
| * To support the site reception with post handling and reactive activities such as lock-outs and fire alarms * To provide information and signposting on a range of service enquiries received face to face, on the phone and by email to all customers including students, staff and visitors. * To undertake a variety of administrative and support processes, accurately maintaining all associated systems and records |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To process, register and issue post and parcels coming into reception for students in residence. | 50 % |
|  | Be responsible for welcoming and attending to students and other customers, undertaking monitoring of service usage and location in accordance with procedures and reporting requirements. | 15 % |
|  | Undertake a variety of routine activities and administration processes in accordance with written procedures and standards within the team. | 15 % |
|  | Provide information about and signposting towards services or deal with general enquiries within the University, referring the enquiry on to a specialist service for resolution if required. | 5 % |
|  | Make accurate and effective use of computerised office systems to create and revise documents, record all interactions and interpret routine data. | 5 % |
|  | Responsible for the secure handling and administration of a variety of confidential items (e.g. post, passports, keys) for customers. | 5 % |
|  | Respond to emergency/first aid situations fulfilling particular role as necessary. | 5 % |
|  | The post holder is expected to plan own work activities to contribute to the achievement of departmental objectives and maintain and/or improve efficiency. |  |
|  | Any other duties as allocated by the line manager following consultation with the post holder. |  |

| Internal and external relationships |
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| Internal   * Student Body * All Student Services * Professional Services * Faculties * Office of the Vice-Chancellor   External   * Students’ Union * HEI Institutions * HEFCE, UCAS, HESA & BIS * Schools and Colleges * Suppliers and Contractors * Employers, landlords etc. * National Governing/Professional Bodies * Members of the Public/Community |

| Special Requirements |
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| * Undertake such tasks as are reasonably requested by Residential Services Management. * The post holder is expected to work flexibly to provide services to a range of customers. * Agree to work within the overall section that has a zero-tolerance attitude towards cash/income discrepancies. * Willingness to be flexible - rotate roles and responsibilities to increase breadth of experience. * Work within the bounds of the University’s Confidentiality Policy and the Data Protection Act. * Comfortable with the physical aspect of post and parcel handling. * Agree to wear supplied uniform when working to present a professional corporate image. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Basic numeracy and literacy  Educated to GCSE level or equivalent relevant demonstrable experience  Experience of working in a busy customer service environment  Experienced in using computer packages (e.g. Microsoft Office suite) | General knowledge of Higher Education environment  Experience of handling money or other financial transactions | Application  Assessment Task  Assessment Task |
| Planning and organising | Able to follow instruction  Able to assist in the effective organisation of standard tasks and events.  Able to plan own work schedule effectively, working independently when needed. |  | Interview  Interview  Interview |
| Problem solving and initiative | Able to solve basic problems by adhering to establishes practices and procedures.  Ability to contribute to innovative ideas in order to solve department of customer issues  Ability to use own initiative to answer queries after training in standard procedures. |  | Assessment  Task  Interview  Interview |
| Management and teamwork | Ability to work effectively in a team environment. |  | Interview |
| Communicating and influencing | Able to engage with a variety of stakeholders including residents, contractors and professional support services.  Able to seek and clarify detail.  Able to communicate clearly, orally and in written form.  Able to explain procedures and give information and advice to customers.  Able to appropriately handle difficult situations with customers in accordance with procedures. |  | Application  &  Assessment task  Interview  Interview  Interview  Interview |

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| Other skills and behaviours |  | Able to understand cultural diversity.  Ability to speak a second language. | Interview  Application |
| Special requirements | Working hours include rota pattern to cover opening hours, occasional evening and weekend working.  Willingness to rotate to other areas of Residential Services to broaden depth and knowledge of experience.  Willingness to learn and develop knowledge.  Ability to handle confidential enquiries and data, and abide by Data Protection policy. |  | Interview  Interview  Interview  Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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. |
| 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.

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| **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 |  | X |  |
| Repetitive pulling/pushing |  | X |  |
| Repetitive lifting |  | X |  |
| Standing for prolonged periods | X |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | X |  |  |
| Repetitive reaching at shoulder height | X |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  | X |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |