|  |  |
| --- | --- |
| Last updated: | 17 January 2024 |

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| Post title: | **University Receptionist and Administrator(part-time)** |
| Standard Occupation Code: (UKVI SOC CODE) | N/A |
| School/Department: | Communications  |
| Faculty: | Engagement & Advancement  |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2a |
| Posts responsible to: | Communications Operations Officer  |
| Posts responsible for: | n/a |
| Post base: | Office-based with customer-facing elements  |

|  |
| --- |
| Job purpose |
| To provide the University reception service and administrative support to the Communications team, underpinned by excellent customer service behaviours.    |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
|  | To provide a comprehensive reception service to the University, acting as first point of contact for visitors to the University and for staff and others visiting Building 37.  To provide excellent customer service at all times, assisting customers as appropriate.   | 50 % |
|  | To provide excellent customer service in assisting or directing a range of enquiries as appropriate, taking ownership for queries and resolving or escalating to the appropriate team(s) as appropriate.  |
|  | To provide a comprehensive lost and found service for the University, including managing the lost and found property SharePoint site.  |
|  | Be responsible for the processing of orders for the University gift range to internal and external customers, including advising customers in-person, on the phone and online as appropriate.  To manage the storage of the range and stock levels, alerting the Operations Officer where necessary and updating the systems in response.   | 20 % |
|  | To provide administrative support including but not limited to stationery and equipment requests, travel bookings, catering requests and office standards. Support the administration of the set-up of new team members including maintaining department mailing lists, Teams sites, equipment records and phone extensions.  Triage and action queries into the shared inboxes.  | 25 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
| --- |
| Members of the University community. External customers to the University.  |

| Special Requirements |
| --- |
|  |

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds, with some relevant work experience.Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages including cloud-based systems.Able to demonstrate a good knowledge of the role and its context.Ability to produce clear, accurate and concise written documentation and communications.Experience working in a fast-paced business environment in a customer-facing role.  |  | Application Application and interview Application and interviewApplication and interviewApplication and interview |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.Ability to identify and maintain standards in area of work, making sure the Visitor Reception is customer ready at all times.  |  | Application and interviewApplication and interview |
| Problem solving and initiative | Able to solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  | Application and interview |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others. Knows how to act on customer feedback and who to escalate to. Ability to adapt well to change and service improvements. |  | Application and interviewApplication and interviewApplication and interview |
| Communicating and influencing | Able to seek and clarify detail.Able to explain procedures and provide timely assistance where necessary.Ability to demonstrate own duties to other colleagues as required. Understand the part this role plays in delivering great customer service. Keeps up to date with relevant information about the department and business, sharing knowledge with colleagues and customers. |  | Application and interviewApplication and interviewApplication and interviewApplication and interview |
| Other skills and behaviours |  |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

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

|  |  |
| --- | --- |
| [ ]  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. |
| [x]  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.

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |  | X |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties  |  |  |  |