|  |  |
| --- | --- |
|  |  |



**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| Post title: | **Administrative Assistant/Receptionist** | | |
| Academic Unit/Service: | Faculty Operating Service | | |
| Faculty: | Medicine | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2A |
| \*ERE category: | n/a | | |
| Posts responsible to: | Faculty Senior Administrative Officer | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based | | |

|  |
| --- |
| Job purpose |
| To provide reception cover: welcome and attend to visitors, deal with enquiries on the phone and face-to-face, receive and deal with mail and deliveries. To provide information to students, staff, visitors, the general public, clients and customers, as appropriate.  To provide administrative support to the Faculty. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Reception Service:  Visitors – welcome all visitors to the Faculty/School/building and ensure security procedures are followed. Liaise with School colleagues and direct visitors to their correct destination, as appropriate.  Deliveries – receive and manage all deliveries to the building. Liaise with colleagues for collection and onward receipt of deliveries.  Conference room bookings – manage the local room booking system. Ensure all room booking requests are managed efficiently via liaison with requester. | 70 |
|  | To support local Finance, procurement, and HR/recruitment processes. To include expense claim processing, ordering of stationery and catering, submission of HR requests via ServiceNow, analysis of HR leaver data and recruitment via E recruit. | 20 |
|  | To provide straightforward advice and support to, or seek information from, Faculty/service staff and external customers. |
|  | To assist in the organisation of School/Faculty meetings, events, and seminars. |
|  | To make accurate and effective use of computerised office systems to create and revise documents, analyse data, and communicate with colleagues and external customers. | 10 |
|  | To maintain records and consolidate and summarise information. |
|  | To analyse, manipulate and interpret data, to produce basic reports. |
|  | Any other duties as allocated by the line manager following consultation with the post holder. |

| Internal and external relationships |
| --- |
| * Liaise with faculty staff in the Deanery and Schools to communicate, consult, instruct and action activities relevant to the role. * Liaise with the Faculty Groups, Faculty Executive Officer and other senior staff to ensure efficient discharge of all duties and good governance, including the preparation of briefing materials, all to stated requirements. * Liaise with others including Professional Services, external organisations and bodies to facilitate the tasks and functions, specified for the position, and with the general purpose of ensuring quality and effectiveness of the faculty. |

| Special Requirements |
| --- |
| * Travel to other faculty and University sites may be required. * Flexible and/or occasional out of hours of work may be required as well as core hours. * Good communication skills are essential as is the use and maintenance of confidentiality in data management at all times. The post will require the holder to possess excellent interpersonal skills and customer service skills. |

**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.  Able to demonstrate a good knowledge of the role and its context.  Ability to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly. | RSA II word-processing, or equivalent level of skill or qualification.  Agresso and Stonefish | Application |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events. |  | Application 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.  Able to ensure any staff managed or supervised are focused on allocated tasks and aware of service standards.  Ability to adapt well to change and service improvements. |  | Application and Interview |
| Communicating and influencing | Able to communicate clearly and effectively.  Able to seek and clarify detail.  Able to explain procedures and provide assistance where necessary.  Ability to demonstrate own duties to other colleagues as required. |  | Application and Interview |
| Other skills and behaviours | Ability to make effective use of office equipment.  Experienced in the use of alpha and numeric filing systems, both manual and electronic.  Experience of using Microsoft Office suite, particularly Outlook.  Maintain a professional and positive manner at all times |  | Application |
| Special requirements | Cross cover during busy periods and/or staff shortages within the Faculty of Medicine |  | Interview |

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