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| Last updated: | March 2025 |

**JOB DESCRIPTION**

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| Post title: | **University Receptionist and Administrator** | | |
| School/Department: | Communications Operations team | | |
| Faculty: | Professional Services | | |
| 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 | | |

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| Job purpose |
| To provide the University visitor reception service including lost and found.  To support the delivery of the Unigifts range.  To provide 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 those visiting Building 37.  To always provide excellent customer service, 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 use their knowledge of the business and its processes to assist customers with their queries, understanding when and who to escalate issues to.  To make accurate and effective use of computerised systems on Microsoft 365, particularly Teams and Outlook to underpin outstanding customer service.  To provide a comprehensive lost and found service for the University, including responding to customer enquiries, managing found items and customer formation.  Manage the lost and found property SharePoint site and acting as a point of contact for business queries. | 75% |
|  | Process orders from the University gift range for internal and external customers, including advising customers in-person, by phone and online as appropriate.  To process payments and refunds using a PDQ where required.  To replenish the range to maintain adequate stock levels of product and peripherals.  To raise tickets to make amendments to the Unigifts web presence. | 10% |
|  | To provide ad hoc administrative support to the Communications team including but not limited to maintaining office standards and supplies, collecting post and deliveries and raising service requests.  Triage and action queries in the Communications team shared inbox using knowledge of the services offered by the Communications team and others to advise appropriately. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

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

| Special Requirements |
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| Flexibility will be expected at busy times and to cover periods of annual leave to ensure a consistent service is offered. |

**PERSON SPECIFICATION**

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| 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 interview  Application and interview  Application 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.  Able to work independently and use the training and information provided alongside their judgement to ensure consistent and efficient service is maintained. |  | Application and interview  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.  Knows how to act on customer feedback and who to escalate to.  Ability to adapt well to change and service improvements. |  | Application and interview  Application and interview  Application 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 interview  Application and interview  Application and interview  Application and interview |
| Other skills and behaviours |  |  |  |
| Special requirements |  |  |  |

**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 |  |  |  |
| 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 |  |  |  |