



Job Description

POST TITLE: Receptionist

REPORTING TO: Reception Services Team Leader

MAIN PURPOSE OF THE POST:

To provide a positive customer focused reception service across all sites. You will represent the University acting as the first point of contact for students, staff, visitors and contractors, dealing with enquiries to the University reception and when handling calls on the University switchboard. You will deliver a friendly customer focused experience providing information and directing enquiries to appropriate colleagues within the University. In addition, you will act as the first point of contact at the Universities public events such as Private Views in our Gallery, and for End of Year shows offering guidance, advice and information to guests and visitors.

MAIN DUTIES:

1. To provide a professional and customer focused reception service for visitors to the University at all times.
2. To welcome visitors to the University and issue security passes. To direct guests to public areas, or ensure that they are collected by the appropriate members of staff from the reception area.
3. To maintain a security awareness of people coming into and exiting the premises.
4. To answer the University switchboard in a professional manner providing information and directing incoming calls to the extension of the appropriate member of staff. You will also be required to take messages and pass on relevant information.
5. To follow the established procedures for admitting students to the building who have forgotten their swipe cards.
6. To sort incoming post into the University. This includes notifying departments, via in-house software, of the arrival of parcels in the Reception area and ensuring that they are collected and/or delivered.
7. To be responsible for the franking and sorting of external mail for the University including the paperwork for recorded/signed for postings.
8. To assist Student Services by providing basic information to prospective students and to liaise with a member of Student Services when further guidance is required. To deal with other ad hoc queries from members of the public, students and staff.

9. To assist with enrolments of students and related duties such as providing a front of house service on University Open Days.
10. To ensure that the reception area is kept tidy and presentable at all times.
11. In cases of emergency to assist in the evacuation of the premises, ensuring that no one re-enters the building and to act as a point of contact for staff and the emergency services.
12. To carry out routine administration duties on the reception desk using IT systems.
13. To respond to intercom calls and manage vehicle access into restricted parking areas using the centrally controlled access system.
14. To actively support and engage with all aspects of the Sustainability Framework to assist in establishing the University as a sustainability leader.
15. To follow the established procedures for signing keys in and out to members of staff.
16. To work flexibly between sites as and when required.

Other

1. To comply with all relevant University policies and procedures.
2. To adhere to the University's Health and Safety policies and procedures and to perform any University wide designated duties with regard to Health and Safety and the security of the University.
3. To adhere to and actively support the University's Equality & Diversity policies and their implementation.
4. To work flexibly to cover other reception shifts at Vernon street or Blenheim walk as required in the event of staff absence or sickness.
5. Where required, assist in the booking of rooms, using the University's room booking software.
6. From time to time provide administrative support to the wider Estates team, as requested by the Reception Services Team Leader.
7. To undertake any other responsibilities commensurate with the post as directed by the Reception Services Team Leader or Head of Human Resources.

PERSON SPECIFICATION:

Please ensure you have and can demonstrate the following in your application/interview.

ESSENTIAL CRITERIA	Essential or Desirable	METHOD OF ASSESSMENT
Qualifications		
Educated to A Level standard including a minimum of GCSE English & Mathematics at grade C.	Essential	Application Form/Certificates
Skills/Knowledge		
Excellent customer service and verbal communication skills both face to face and on the telephone.	Essential	Interview
Competent in the use of IT systems such as Microsoft Word, Outlook and Teams.	Essential	Application Form/Interview
Good organisation skills and the ability to work under pressure.	Essential	Application Form/Interview
Experience		
Previous customer service experience of working on a reception, preferably in a busy education or hospitality environment.	Essential	Application Form/Interview
Able to demonstrate a polite and courteous demeanour in dealing with both telephone and face to face enquiries.	Essential	Interview
Previous experience of taking and redirecting calls on an external facing switchboard.	Desirable	Application Form/Interview
Personal Qualities		
Ability to work on own or as a member of a team.	Essential	Application Form/Interview
An understanding of Equality and Diversity issues as they relate to the role.	Essential	Application Form/Interview
A willingness to cover other shifts if required.	Essential	Interview
To be smart and presentable on the reception desk.	Essential	Application Form/Interview

This job description serves as a guide to the duties of the role and may be reviewed on an ongoing basis.

Additional Information

This post is based at our Vernon Street site, though from time to time the post holder may be required to work at our Blenheim Walk site.

The Vernon Street site reception is staffed from 7.30am until 8pm Monday to Thursday, and then 7.30am until 6.30pm on a Friday.

The Blenheim Walk site reception is staffed from 7.30am Monday to Friday until 10.00pm and on a Saturday from 8am to 6pm.

Currently the University closes at 6pm during the week, for a 5 to 6-week period during the Summer around the month of August and adjusted working hours will be in place for reception staff who usually work late evenings. Your flexibility is required to manage this working pattern alteration.

The role supports First Aid and there is an opportunity to undertake training if not already First Aid trained.

Additional hours may be available throughout the week to cover annual leave or events.