

## Job Description

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|---|---|
| <b>Position / Job Title:</b>  | <b>Receptionist (Annualised Hours)</b>    |
| <b>Ref:</b>   | <b>ES150/POSN103216</b>                   |
| <b>Location/Building:</b>   | <b>Talbot/Lansdowne Campus Receptions</b> |
| <b>Faculty/Professional Service:</b>  | <b>Estates</b>                            |
| <b>Group/Section:</b>   | <b>Campus Services</b>                    |
| <b>Number of Annual Scheduled Hours: 350 hours per annum.</b>   |   |
| <b>The position holder will be required to work either between 0800 – 1630 hrs, or 0830 – 1700 hrs depending on which Reception point the postholder is allocated to for the day/week. Some flexibility will be required in order to ensure that key time scales and deadlines are met.</b> |   |
| <b>Occasional Weekend Events cover will be required on a voluntary basis. This will be paid at enhanced rate or as time in lieu.</b>  |   |
| <b>Grade:</b>   | <b>2</b>                                  |
| <b>Accountable to:</b>  | <b>Reception Team Leader</b>              |

### Job Purpose

Responsible for providing a 'front of house' service to students, staff and visitors to the University, undertake a variety of administrative tasks relating to Estates, including the maintenance of appropriate databases.

### Main Responsibilities

1. To maintain the Reception area answering enquiries from staff, students and the public.
2. To maintain, monitor and co-ordinate a diary of dates, times and places of meetings, conferences, official visitors etc. and to liaise with other staff as appropriate regarding these.
3. To ensure that official visitors are issued with location maps or other documentation appropriate to their visit, including parking permits.
4. Inputting and extracting information from Estates databases.
5. Monitor the secure release and return of keys to appropriate personnel and maintain a log.
6. Programming of access cards as required.
7. To liaise with Facilities Assistants and Maintenance personnel via radio at Reception.
8. To undertake relevant duties as Fire Marshall or Warden and inform appropriate personnel of alarm activation.
9. Undertake relevant procedures relating to the theft of student's cars/bikes when required.
10. To undertake any administrative, clerical and post duties as directed.
11. To undertake Reception duties at any of the University reception desks as required.
12. To monitor and co-ordinate the CCTV system when necessary.
13. To undertake any other duties as required by the Reception Team Leader.

### Contacts

**Internal:** All levels of staff across the University including members of the office of the Vice Chancellor, Heads of Faculty, Facilities Assistants, Maintenance, Car Park attendants and in-house Contractors

**External:** Official visitors, Police and Emergency Services, students, parents, the general public, contractors and conference delegates.

### **Challenges**

You will work with minimum supervision, will be required to use your initiative, undertake decision making, handle numerous diverse situations, requests/queries while maintaining a positive, professional and receptive manner.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Additional Information**

NB: The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**August 2022**



## Person Specification

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|---|-------------------------------|
| Position / Job Title: Receptionist (Annualised Hours)   | Position No: ES150/POSN103216 |
| Faculty / Service: Estates  | Date: August 2022             |
| <b>SELECTION CRITERIA</b>   | <b>Essential / Desirable</b>  |
| Knowledge (including experience & qualifications)   |                               |
| Dealing with wide cross section of personnel – general public, staff and students                             | E                             |
| Proven receptionist experience, ideally gained in a customer service and/or higher education environment      | E                             |
| IT literacy   | E                             |
| Operation of a radio  | D                             |
| Experience in negotiating and dealing with external organisations   | D                             |
| Knowledge of switchboard operations   | D                             |
| Experience in arranging and attending meetings with administration and senior staff                           | D                             |
| Skills  |                               |
| Good IT Skills – Word/Excel/Microsoft Office including the ability to update and maintain appropriate records | E                             |
| Ability to effectively operate a phone system   | E                             |
| Effective interpersonal skills with ability to prioritise in very challenging circumstances                   | E                             |
| Good verbal communication skills e.g., answering phone, dealing with face-to-face enquiries                   | E                             |
| Good attention to detail  | E                             |
| Ability to work/prioritise/make decisions effectively under pressure in a team or individually as required    | E                             |
| Attributes  |                               |
| Professional presentation   | E                             |
| Able to work on own initiative  | E                             |
| Committed to offering a high level of customer care   | E                             |
| Appreciation and understanding of situations requiring tact, diplomacy and discretion                         | E                             |
| Flexible and positive attitude  | E                             |