University Receptionist
Directorate of Estates & Campus Services

Closing date: 12 January 2018
Interview date: 5 and 6 February 2018
Vacancy reference: 6268
INTRODUCTION

We are looking for an individual who possesses excellent communication skills and has the ability to deliver effective front desk customer services to students, staff and visitors over our large campus.

The five key competencies of the role are:

To provide a welcoming reception to the University
To provide advice, directions and information
To provide reception services supporting the day to day business activities
To provide a first point of contact for medical, social and well-being related issues
To carry out administrative activities appropriate to the role.

The post is full time. Working shifts will be 8.17 hours per day, 06:50 – 15:00 / 14:50 – 23:00 or 10:00 – 18:10. The post covers 7 days a week, working days will be allocated by roster and will fluctuate, averaging 37 hours per week.

You will primarily be based at specific Reception areas but there will also be the requirement to move to other areas within the University campus so a flexible, adaptable approach to work is necessary.

Stephen Talboys,
Director of Estates and Campus Services
JOBS DESCRIPTION

At a glance

Salary £18,263 - £21,585 a year
Hours of work 37 hours a week, full time
Contract type Fixed term for 12 months
Based at Any University Site

Condition of appointment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.

Main purpose of the role

To provide a friendly and welcoming reception service for staff, students and visitors at main receptions throughout the University Campus.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Reception Duties

- Answer enquiries and provide information to staff, students and visitors, in person, by telephone and electronically on a daily basis.
- Provide advice and support to staff, students and visitors on a daily basis.
- To monitor stock and re-order stationery/office supplies as and when required.
- To action any access requests to include issuing of access control cards/hard lock keys in line with Standard Operating Procedures
- To input maintenance requests using University ‘Planon’ system, on behalf of University reception customers including their personal contact details.

- Maintain electronic Reception diaries (for booking of AV equipment, poster boards for events, set-ups etc.)
- To solve problems locally wherever possible, and make decisions about the involvement of and referral to other services when appropriate.
- Accommodation check in/out for staff, students and conference delegates.
- To co-ordinate with central support services regarding room setting and re-setting and room moves etc. and assist with small room changes as and when required.

Administrative duties

- Account for the reception petty cash in line with Standard Operating Procedures.
- Maintain reception files both electronic and paper based and assist with photocopying and archiving.
- Ensure handover, (verbally and/or written) is completed at end of shift.
- To input & extract straightforward data and service-related information into appropriate IT systems.
- To develop and maintain proficiency in the use of the University’s computer systems and to develop computer skills for other software packages to include access control / staff/ student card.
- To daily monitor key press to include chasing up of missing keys in accordance with Standard Operating Procedures.
- To input & extract straightforward data and service-related information into appropriate IT systems.
- To develop and maintain proficiency in the use of the University’s computer systems and to develop computer skills for other software packages to include access control / staff/ student card.
- To daily monitor key press to include chasing up of missing keys in accordance with Standard Operating Procedures.
- To input & extract straightforward data and service-related information into appropriate IT systems.

Key Security duties

- Act as the first point of contact for escalation of incidents of alarm activations, disturbances, damage to UoY property etc. to Security team for appropriate action.
- To daily monitor key press to include chasing up of missing keys in accordance with Standard Operating Procedures.
- To input & extract straightforward data and service-related information into appropriate IT systems.
- To develop and maintain proficiency in the use of the University’s computer systems and to develop computer skills for other software packages to include access control / staff/ student card.
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Treat any information in line with the Data Protection Act 1998

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directed.

- Undertake informal, random, building checks in area of responsibility liaising with Security team as necessary.
- Event management according to SOP.
- To ensure that college/university rules are adhered to and take action as necessary in maintaining standards of discipline
- To open and close buildings as appropriate to include handling keys and accessing information via computerised systems.

Health and Safety

- To carry out responsibilities relating to Health & Safety in accordance with the University, Section and other departmental safety policies and as an employee under the Health & Safety at Work Act 1974
- Check equipment is in good working order and PAT tested (where applicable) and report accordingly
- Report any incidents, accidents and near misses on campus using the SOLAR system in an accurate and timely fashion
- First aid duties, act as First Aider, report, maintain and replenish First Aid box
- To apply Biohazard kit when applicable and dispose of accordingly
- In severe weather conditions, grit areas of responsibilities before 6am.
- Wear appropriate PPE clothing/equipment when on duty
- Make areas of responsibility safe or where applicable cordon the area off and reporting any Health and Safety hazards accordingly.
- Handle student incidents according to the University’s escalation procedures/Standard Operating Procedures

Manual Handling duties

- Provide equipment/furniture to rooms upon request.
- Servicing and reset of centrally timetabled teaching/meeting rooms according to Standard Operating Procedures of teaching/meeting rooms. [relevant to 12 hour shift pattern only]
- Advise customers/colleagues on room layouts.

The postholder may:

- be required to work on any University site as circumstances dictate
- may be asked to undertake any task as deemed appropriate by management to include
- ad-hoc manual handling duties

Condition of appointment:

A number of our receptionist roles are exempt from the Rehabilitation of Offenders Act. If you are appointed to a role that requires an Enhance DBS clearance you will be asked to declare both unspent and spent convictions.

This job description is not intended to be an exhaustive list of duties, and the post-holder may be required to undertake other duties commensurate with the role and grade.
# PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>City and Guilds Level 2 in either Hospitality or Customer Service or equivalent, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>City &amp; Guilds Level 2 in Business and Administration or equivalent, or relevant experience</td>
<td>Desirable</td>
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<td>First Aid Certificate</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Understanding of the relevant communication processes associated with a busy front of house reception role.</td>
<td>Essential</td>
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<td>An understanding of the importance of the Reception role, in giving a positive impression of the department. A commitment to delivering a high quality customer focussed service.</td>
<td>Essential</td>
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<td>Working knowledge of computer software such as Microsoft Word, Excel and the use of internet and e-mail</td>
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<td>Knowledge and understanding of the requirements of students from other countries and cultures.</td>
<td>Essential</td>
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<tr>
<th>Skills, abilities and competencies</th>
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<tr>
<td>Excellent verbal and written communication skills. Ability to communicate effectively with a variety of people; face to face, by telephone or in writing.</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<td>Excellent interpersonal skills</td>
<td>Essential</td>
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<td>Ability to adapt to changing priorities, work to deadlines and work under pressure and a proven ability to handle enquiries and people sympathetically and in a professional manner.</td>
<td>Essential</td>
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<td>Ability to work under pressure and multi-task in a busy front of house reception</td>
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<td>Ability to work independently and as part of a team.</td>
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<td>Ability to undertake heavy manual handling duties for the movement of furniture, equipment and mail</td>
<td>Essential</td>
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<td>Ability to demonstrate empathy, tactfulness and understanding in a professional manner.</td>
<td>Essential</td>
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<td>Evidence of customer service skills</td>
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<td>Ability to work to deadlines and respond quickly to instructions or alarm activations</td>
<td>Essential</td>
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PERSON SPECIFICATION

Experience

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<th>Essential / Desirable</th>
<th>Experience</th>
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<tr>
<td></td>
<td>Experience of providing an excellent standard of customer service</td>
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<td>Experience of effectively resolving a difficult situation</td>
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<td></td>
<td>Experience of working in a front of house or reception role</td>
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<td>Experience of working with students in Higher Education</td>
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Personal attributes

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<th>Essential / Desirable</th>
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<td></td>
<td>Friendly, personable, welcoming attitude with good social skills and an ability to show tact and diplomacy in dealing with a wide range of people</td>
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<td>Good interpersonal skills</td>
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<td>Calm and approachable manner</td>
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<td>Welcoming and professional</td>
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<td>Positive attitude towards maintaining and improving the service provided by the reception</td>
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<td>Able to work as part of a team or individually</td>
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<td>Smart appearance and the ability to portray a professional image</td>
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<td>Flexibility and adaptability to adapt to unexpected situations</td>
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<td>To be prepared to undertake additional duties (work weekends) in support of major University events i.e. Arrivals weekends.</td>
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<td>Willingness and ability to provide cover for holidays or sickness at short notice.</td>
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<td>Commitment and understanding of equality and diversity</td>
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<td>Willingness and enthusiasm to learn and develop new skills</td>
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<td>Willingness and enthusiasm to engage with student issues</td>
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Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values]

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<td></td>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
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<td>Have strong team spirit and pride in your standard of work.</td>
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<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations**: Are responsible for the maintenance of the University's Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University's property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development**: Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery**: Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management**: Oversee the allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services**: Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013–14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6268
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 12 January 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to John Wood via email to john.wood@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835