Receptionist/Administrator
Student and Academic Services

Closing date: 23 January 2018
Interview date: To Be Confirmed
Vacancy reference: 6315
INTRODUCTION

Applications are invited to join an evening team, which is an extension to what is currently offered to students. The evening team (3:30pm—11:30pm) will compliment the daytime team in supporting students. The applicant will provide reception and administration to a multi-disciplinary team working with students who are experiencing emotional, psychological and mental health difficulties.

Reporting to the Operations Manager, you will provide a professional, effective and welcoming front of house for students attending appointments at Open Door and Disability, ensuring that exceptional customer focussed standards are delivered at all times.
Main purpose of the role

To provide a professional, effective and welcoming reception for Open Door and Disability, ensuring exceptional customer focussed standards are delivered at all times. In accordance with Open Door and Disability, manage queries relating to students sensitively, promptly, effectively and treating all queries confidentially.

To work with the evening team (3:30pm—11:30pm) of Open Door Practitioners to ensure that accurate and appropriate information and guidance is delivered to students at all times.

To undertake a variety of administrative and support processes, accurately maintaining all associated systems and records in order to facilitate the smooth running of the service.

Key responsibilities

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

Customer service/support

- Act as a point of contact for queries for students accessing Open Door and Disability, providing information and interpreting needs in order to ensure the student is supported and/or signposted to other services within and outside Student and Academic Services where appropriate.

- Apply a good working knowledge of customer service and answer service related questions and queries.

- Use initiative to provide an appropriate level of customer service whilst ensuring that work conforms with agreed quality standards, guidelines and procedures.

- Contribute to the setting of standards for service delivery that are meaningful to Open Door and Disability

- Monitor service standards within own area of work and identify areas of improvement as part of planning activities within the team.

- Liaise and collaborate with the day time Administration team

- Analyse and interpret information in order to compile detailed summary reports and communications

- Maintain the department/service website/webpages and update content as required

- Work with the disability team with regards to supporting processes and completing Student Support Plans

- Assist in the preparation of relevant department/service documentation and processes to ensure the timely dissemination of information to the appropriate people

- Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

Strategy and policy development and implementation

- Produce internal office policy and guidance on own area of work.

- Provide administrative support to working groups and committees, including liaising with Chairs and members, drafting minutes, collating and distributing papers as appropriate.
JOB DESCRIPTION

Service improvement
• Review user satisfaction and monitor service objectives and standards within own area of work, ensuring results are shared with the broader team and senior managers.
• Where appropriate, work with others to introduce new processes or improvements
• Perform evaluation of standard information, and help to review data or workflow processes, identifying issues which require addressing
• Identify gaps in knowledge, support or guidance within own area of responsibility which may have impact at team or section level, raise gaps with team leader and under guidance work to address them.
• Create standard documents or materials for others, based on general brief.
• Support the development and testing of new systems, software and processes, including advising or training others in their use.

Planning and organisation
• Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist senior staff in planning for future work.
• Contribute to short-term projects within own area/section or contribute as part of larger Directorate-wide project teams to support the achievements of project objectives.
• Maintain departmental information and documentation, manual and electronic records, databases, computerised information systems and generate reports as required.
• Manage day to day security/accessibility of data in own area of responsibility.
• Contribute to the design and preparation of information materials and record systems.
• Organise or support events, meetings, etc and coordinate the associated arrangements to ensure activities are administered efficiently.

Finance and resource management
• Take responsibility with the administration team for supplies within a delegated budget, so that supplies/resources are available when required.

People/relationship management
• Support other team members by keeping them up to date on your own work.
• Support team and section leaders in creating a work environment that is fair and inclusive.

Communication and collaboration
• Liaise with key contacts in the wider University body to support own work activities/specific tasks as required.
• Liaise closely with students and the team establishing the most appropriate type of contact (eg, email, correspondence, face to face, etc) to exchange information.
• Monitor and respond to emails
• Attend relevant meetings as requested by a manager, to support standard work activities.

Personal and professional development
• Maintain a personal and professional development plan.
• Maintain awareness of HE agendas and developments nationally especially with regard to impact on own area of responsibility.
# PERSON SPECIFICATION

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<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 (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and online media</td>
<td>Essential</td>
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<td>Knowledge of the SITS student record system</td>
<td>Desirable</td>
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<td>Knowledge of relevant legislation including the Freedom of Information Act and Data Protection Act</td>
<td>Desirable</td>
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<td>Knowledge of a range of Google Apps for Work, particularly Gmail, Docs, Sheets</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
<td>Essential</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Essential</td>
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<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Essential</td>
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<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</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>Ability to prepare agendas, take and transcribe minutes</td>
<td>Essential</td>
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<td>Ability to deal with sensitive matters confidentially</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>Essential</td>
<td>Experience of providing an excellent standard of customer service</td>
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<tr>
<td>Essential</td>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
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<tr>
<td>Desirable</td>
<td>Experience of using the SITS student record system</td>
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<tr>
<td>Essential</td>
<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
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### Personal attributes

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<th>Essential</th>
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<tr>
<td>Essential</td>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
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<td>Essential</td>
<td>Conveys a positive attitude</td>
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<td>Essential</td>
<td>Motivation towards customer service excellence and quality</td>
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<td>Essential</td>
<td>Understanding of the needs of those working and studying in higher education</td>
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<td>Essential</td>
<td>Demonstrable initiative</td>
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<td>Essential</td>
<td>Highly motivated, able to work independently or as part of a team</td>
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<td>Essential</td>
<td>Sensitivity and empathy with service users, colleagues and staff</td>
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<td>Essential</td>
<td>Commitment to organisational value</td>
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<td>Essential</td>
<td>Ability to solve problems</td>
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THE DEPARTMENT

Student and Academic Services provide a range of professional services to assist students with many aspects of their university life. The Open Door Team is one of the sections within Student and Academic Services is currently based in the Sally Baldwin Buildings alongside our colleagues in the Disability Team.

The Open Door Team provides initial assessment, 1-4 interventions, and case management for students experiencing psychological and mental health difficulties.

Open Door and Disability is a multidisciplinary team which offers a range of professional services to assist students with many aspects of their university life. Open Door offers assistance with psychological and mental health difficulties.
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.
THE UNIVERSITY

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](http://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 6315
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 23 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 Laila.fish@york.ac.uk

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

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