University Receptionist
Directorate of Estates & Campus Services

Closing date: 6 May 2018
Interview date: 25 May 2018
Vacancy reference: 6600
INTRODUCTION

We are looking for individuals who possess excellent communication skills and have 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. The pattern of shifts is 5 days on and 3 days off, working 2 Early Shifts (06:50-15:00), an unallocated shift (which could start at either 06:50, 10:00 or 14:50) and then 2 Late shifts (14:50-23:00). The roster pattern repeats every 8 weeks. There are 2 weekends (Saturday and Sunday) which are not worked, during each 8 week period. There are a further 2 weekends with either a Saturday or a Sunday that are not worked, in that 8 week pattern

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
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.

Main purpose of the role
To provide a friendly and welcoming reception service for all 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.
- To action any access requests to include issuing of access control cards/hard lock keys.
- To input maintenance requests using University ‘Planon’ system, on behalf of University reception customers including their personal contact details.
- Accommodation check in/out for staff, students and conference delegates
- To coordinate 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.
- Ensure handover, (verbally and/or written) is completed at end of shift
- 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.

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.
- Provide support to Security team during fire alarm activations by attendance at Fire Assembly Points as directed.
- Undertake informal, random, building checks in area of responsibility liaising with Security team as necessary.
- To open and close buildings as appropriate to include handling keys and accessing information via computerised systems.

Health and Safety
- 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
- Handle student incidents according to the University’s escalation procedures.

Manual Handling duties
- Provide equipment/furniture to rooms upon request.

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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<th>Essential / Desirable</th>
<th>Qualifications</th>
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<td><strong>Essential</strong></td>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
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<th>Essential / Desirable</th>
<th>Knowledge</th>
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<td><strong>Essential</strong></td>
<td>Understanding of the relevant communication processes associated with a busy front of house reception role.</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>
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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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<th>Essential / Desirable</th>
<th>Skills, abilities and competencies</th>
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<tr>
<td><strong>Essential</strong></td>
<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>
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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>
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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>
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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>
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<th>Essential / Desirable</th>
<th>Experience</th>
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<td><strong>Essential</strong></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>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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<th>Essential / Desirable</th>
<th>Personal attributes</th>
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<td><strong>Essential</strong></td>
<td>Friendly, personable calming and 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>Positive attitude towards maintaining and improving the service provided by the reception</td>
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<td>Smart appearance and the ability to portray a professional image</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>Willingness and enthusiasm to learn and develop new skills</td>
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<th>Essential / Desirable</th>
<th>Additional personal attributes</th>
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<td><strong>Essential</strong></td>
<td>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: <a href="#">DECS values</a></td>
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<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.
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 AND THE REGION

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 6600
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 6 May 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 at 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