Receptionist/Administrative Assistant
Department of Theatre Film and Television

Closing date: 11 November 2018
Interview date: 27 November 2018
Vacancy reference: 7023
INTRODUCTION

We are looking for a confident, self-motivated person with good administrative and organisational skills in providing support to staff, students, visitors and commercial clients.

In this interesting and varied role, we are looking for an excellent communicator who enjoys being part of a friendly, busy, proactive team. You will need good interpersonal skills, and be able to demonstrate a high level of attention to detail.
Main purpose of the role

The primary responsibility is to provide the department with a dedicated receptionist. The role also includes a number of routine tasks required for the department’s administration.

Key responsibilities

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

Reception

- Reception duties: welcoming visitors and providing information to staff, students and members of the public.
- To be the first point of contact for welcoming commercial clients and dealing with their queries and issues in conjunction with the Industry Liaison & Events Co-ordinator.
- Provide first line security cover for the department by monitoring the entrance to the building.
- Ensuring reception is a smart and welcoming environment.
- Reporting safety or maintenance issues as appropriate through the appropriate channels, e.g. Estates, Portering Services, Security Services, AV Services, or to the TFTV Technical team.
- Answering queries from visitors, staff and students as to, for example, staff availability, room bookings, directions around campus, departmental events and university policies.

Administration Tasks in support of teaching and assessment:

- Answering admissions queries from prospective students and parents via email, telephone and in person; assisting admissions tutors and administrators with university open days and departmental interview and visit days.
- Helping with the physical submission of media, log books etc. relating to students’ assessments, receipting and recording as appropriate.
- Disseminating information to students regarding emergency changes due to staff absence to the teaching timetable or events, via the most appropriate method (e.g. email, text messaging, VLE etc.

Support of the management of the building

- Ensure the distribution of entry access cards: issue permanent keys as appropriate to members of staff and students and temporary cards to visitors/contractors (keeping a log of all cards given out and returned).
- Requesting parking permits and access to disabled parking areas as well as addressing any queries relating to parking issues.
- Addressing queries on events held at the department.
- Daily distribution of incoming post to staff pigeon holes and appropriate redirection of items to staff that have left the Department.
- Dealing with couriers: receiving and signing for packages

Publicity

- General updating of departmental web pages using the Content Management System in liaison with the Departmental Marketing & Communications Committee.
- Maintenance of social media accounts e.g. facebook, Twitter, VLE Community, York Extra, departmental digital screen.
JOE DESCRIPTION

- Collating and forwarding articles for inclusion in the University Staff Digest.

General administrative support

- Organising meetings: arranging appropriate accommodation and catering.
- Booking and organising UK and international accommodation/transport for various members of staff.
- Assisting with events tasks with all aspects of departmental, university, external and commercial events, in conjunction with the Industry Liaison & Events Co-ordinator.
- Being responsible for the TFTV Enquiries email inbox, answering general queries and forwarding more complex queries to Admissions Tutors or Undergraduate and Postgraduate Administrators.
- Taking payments from students for course materials and tickets for events.
- General office duties, including photocopying, ordering and maintaining stationery supplies
- Assisting the Finance Officer with the coding of casual timesheets, expenses and reconciliation of the credit card statements.
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder.
### PERSON SPECIFICATION

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<th>Qualifications</th>
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<tr>
<td><strong>Essential / Desirable</strong></td>
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<tr>
<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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<td>Administrative qualification: equivalent skills and experience</td>
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<td>At least three A-levels or equivalent.</td>
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### Knowledge

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<td><strong>Essential / Desirable</strong></td>
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<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office within a large complex organisation.</td>
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<td>Knowledge or willingness to acquire knowledge of a range of the University's facilities, support services, procedures and regulations which impact on the student experience</td>
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<td>Understanding of the University's or a similar student record system</td>
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### Skills, abilities and competencies

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<tr>
<td>Excellent IT skills: able to use Microsoft Office and Google applications including, Word/Docs, Excel/Sheets, Google Mail, Google Calendar, Google Drive and web (training in specific packages will be given)</td>
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<td>Excellent interpersonal skills: able to communicate effectively orally and in writing with a wide range of people</td>
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<td>Excellent numeracy &amp; literacy skills: able to produce accurate emails, letters and memoranda to a high standard</td>
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<td>Good organisational skills: able to work independently &amp; complete work tasks to deadlines &amp; to a high standard</td>
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<td>An awareness of the confidentiality of personal information and of appropriate disclosure</td>
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<td>Web authoring skills using a content management system</td>
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## PERSON SPECIFICATION

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<th>Experience</th>
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<tr>
<td>Experience of working in a reception or customer service role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards</td>
<td>Essential</td>
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<td>Experience of providing advice on administrative procedures to colleagues and external customers</td>
<td>Essential</td>
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<td>Experience of working within a front line customer service</td>
<td>Essential</td>
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<td>Experience of working on own initiative, setting day to day priorities and exercising judgement in resolving issues within the office or referring them elsewhere e.g. to senior staff</td>
<td>Essential</td>
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<td>Experience of service delivery within an education environment</td>
<td>Desirable</td>
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<td>Ability to resolve conflicting requirements</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>Demonstrable ability to work as part of a team</td>
<td>Essential</td>
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<td>Comfortable working flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Adapts well to change and service improvements</td>
<td>Essential</td>
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<td>Professional attitude and smart appearance</td>
<td>Essential</td>
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<td>Able to deal calmly and sympathetically with students, staff and visitors</td>
<td>Essential</td>
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<td>Proactive in identifying ways to improve services and work practices</td>
<td>Essential</td>
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<td>Ability to deal with sensitive personal information about enquirers appropriately</td>
<td>Desirable</td>
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THE DEPARTMENT

The Department of Theatre, Film and Television, established in 2006, is a highly innovative department, which brings together research, teaching and commercial activities in the fields of interactive media, film, television, and theatre. In September 2010, we moved into our new building, which has superb industry standard facilities for both production/postproduction and academic study. We currently have 31 academic staff, 20 professional support staff, as well as various staff attached to specific externally funded projects. We are still expanding rapidly, recruiting new staff, taking on new students and developing new degree programmes and research priorities. The academic staff include both leading scholars and award-winning industry professionals. There are currently some 595 students, with plans to expand with a new undergraduate degree and reshaping of our postgraduate degrees. The Department currently offers three undergraduate degrees, including the BSc in Interactive Media degree, and four taught postgraduate degrees, with further programmes under development, and has a thriving PhD programme bringing together students from across the department’s constituent disciplines, with several working on practice-based projects. For full details, see the departmental website at http://www.york.ac.uk/tftv/.

The Department’s award-winning building is designed to professional specifications and is one of the best-equipped facilities of its type in the UK. Its theatre facilities include: a superbly equipped 200-seat scenic stage theatre (based on the Sheffield Crucible), a 120-seat black box theatre, two large rehearsal rooms which are equipped with lighting rigs and can therefore also function as performance spaces, workshops where full sets can be constructed, a suite of well-equipped dressing rooms, a laundry, and set and costume stores. The building also incorporates two television studios, post-production suites and recording studios, a 140-seat digital cinema with Dolby Digital surround sound as well as provision for satellite feeds (the cinema also doubles as a superbly equipped lecture theatre); and office space for staff and graduate students. The level of provision throughout the building is on a par with top commercial facilities and is among the best at any university in the UK.

Further information about the department is available at: http://www.york.ac.uk/tftv/.
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 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 7023
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 11 November 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 andrea.linfoot-potts@york.ac.uk

If you have any questions about your application, contact the HR Services team:
- recruitment@york.ac.uk
- +44 (0)1904 324835