Receptionist
Department of Psychology

Closing date: 21 July 2019
Interview date: 14 August 2019
Vacancy reference: 7803
INTRODUCTION

York Neuroimaging Centre (YNiC) is a research facility that provides multimodal imaging of the human brain. The research work involves a high throughput of volunteers who take part in research. In addition, YNiC provides a diagnostic imaging service using MRI for patients with musculoskeletal and neurological conditions. The main responsibility of the post is to greet participants and patients. In addition, role will involve answering telephone calls from researchers and clinical referrers and helping them with their enquiries.
Main purpose of the role

The main purpose of the role is to be the first point of contact for visitors to the York Neuroimaging Centre (YNiC), both face-to-face and on the telephone. The Centre is part of the University’s Department of Psychology. The post-holder is line-managed by the Centre Director and supervised on a day-to-day basis by the Centre Administrator. An organisational chart is included at the end of this document.

Key responsibilities

(The role holder will be required to undertake the duties below)

It is desirable that the post-holder should be able to work occasional additional hours/days to cover staff absences/leave and to provide additional reception services at times of high demand from patients.

Receptionist

YNiC is the hub of a multi-disciplinary approach to understanding structural, chemical, functional, and theoretical aspects of neuronal mechanisms. It is an ‘open-access’ research facility. It hosts researchers from Psychology and other departments of the University of York, as well as researchers and other visitors from outside the University, plus patients who are referred for clinical assessment.

- Be the first point of face-to-face contact for students, academics, private patients, and other visitors to YNiC. This part of role involves greeting visitors on their arrival at YNiC and linking them up with the person whom they have come to visit. A particular responsibility is to support patients who are referred to YNiC for clinical assessment.

- Be the first point of contact for people who access YNiC by telephone. This part of the role entails linking callers with the person to whom they wish to talk, responding directly to enquiries, and entering into discussion to assess who at YNiC would be the most appropriate person to direct an enquiry.

Support to the Centre Administrator

The Receptionist is supervised by the Centre Administrator and assists the Centre Administrator in the following ways:

- Providing ad hoc administrative and secretarial support to the Directors and senior support staff.
- Distributing (paper) mail to staff.
- Responding to e-mails on behalf of the Administrator.
- Typing reports and updating databases.
- Assisting with the organisation of meetings, workshops, open days, conferences, and other events.
- Liaising with referrers and patients; making appointments for patients.
- Assisting with servicing committees at YNiC.

Support to the Specialist Radiographer

- The Receptionist may be asked to support the Radiographer(s) by distributing information about Health & Safety to staff and researchers, and by assisting in arranging training in Health & Safety for staff and researchers.

Other responsibilities

- Undertake other tasks appropriate to the grade as agreed with the Director of YNiC.

The above list is not exhaustive and is subject to change. The post-holder may be required to undertake other duties within the scope and grading of the post.
### PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Minimum of 5 passes at GCSE including English and Maths</td>
<td>Essential</td>
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<td>RSA III word-processing, or equivalent qualification, or relevant experience</td>
<td>Essential</td>
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**Knowledge**

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge and understanding of high-quality customer services.</td>
<td>Essential</td>
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<tr>
<td>Knowledge and understanding of office practices.</td>
<td>Essential</td>
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**Skills, abilities and competencies**

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Very good standard of written and spoken English</td>
<td>Essential</td>
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<tr>
<td>Good IT skills in word processing, the use of spreadsheets, e-mail, and data-entry to databases</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal and verbal communication skills</td>
<td>Essential</td>
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<td>Good organisational skills including the ability to prioritise competing demands</td>
<td>Essential</td>
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<td>Ability to work flexibly, under pressure and to deadlines</td>
<td>Essential</td>
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<td>Ability to action on own initiative and to know when to seek help and advice</td>
<td>Essential</td>
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<td>Ability to work independently and as a member of a team</td>
<td>Essential</td>
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<tr>
<td>Ability to acquire new IT skills in (e.g.) entering data to new databases</td>
<td>Essential</td>
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# PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of providing a professional reception service in a customer-oriented organisation</td>
<td>Essential</td>
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<tr>
<td>Experience of operating building alarm systems, including a fob security system</td>
<td>Desirable</td>
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<td>Experience of working in a clinical environment</td>
<td>Essential</td>
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<tr>
<td>Experience of chaperoning patients and participants in research</td>
<td>Essential</td>
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<tr>
<td>Experience of managing patient confidentiality, including the administration of systems of patient records</td>
<td>Essential</td>
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<tr>
<td>Knowledge of Data Protection Act</td>
<td>Desirable</td>
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<table>
<thead>
<tr>
<th>Personal attributes</th>
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</thead>
<tbody>
<tr>
<td>Friendly, customer-focussed style</td>
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<tr>
<td>Strong team player</td>
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<tr>
<td>Flexible and willing to acquire new skills</td>
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<tr>
<td>Able to exercise discretion and observe high standards of confidentiality</td>
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THE DEPARTMENT

The Department

Psychology at York is one of Britain's leading departments of psychology. The Department has been placed among the World's top 100 departments of psychology in the Quacquarelli Symonds World University Rankings every year since 2013.

The Department of Psychology is a large and vibrant Department with a strong community atmosphere and a nurturing learning environment. There are currently 45 members of academic staff, backed up by excellent technical and administrative support staff. The Department supports approximately 650 undergraduates, 100 MSc students, 40 PhD students, and 25 post-doctoral fellows. We offer two undergraduate programmes: a 3-year BSc and a 4-year MSci with different specialisms. We offer three taught MSc programmes: Cognitive Neuroscience, Developmental Cognitive Neuroscience, and Development, Disorders, and Clinical Practice.

Core activities: Teaching and Research

The high quality of our teaching and support for students has been endorsed by the British Psychological Society (BPS) and is reflected in positive ratings from students. Students in the department benefit from research-led teaching that is coherently organized around the core curriculum set-out by the BPS. Students benefit from the department’s excellent research facilities and expertise: our main building houses specialised laboratories for research on vision, speech and hearing, memory, language processing, child development, and experimental social psychology using state-of-the-art behavioural, while the York Neuroimaging Centre hosts state-of-the-art electrophysiological and neuroimaging and neurostimulation techniques. Satellite buildings on campus (max. 15 minute walk) house the Wolfson Centre for Child Development and Family Research. Access to these facilities and the researchers who work there are an integral part of the student experience. The department sits within the Faculty of Sciences, and actively aids in the development of Learning and Teaching strategies both within the faculty and the greater university.

As committed providers of higher education, we strive to develop and deliver interesting and effective programmes at all levels of the curriculum. In addition, we place a heavy focus on ensuring that our students leave York with excellent employability skills for a range of different careers. In a rapidly changing global workplace, we work hard to provide consistent and useful supervision to promote personal
development and career planning throughout all degree programmes.

Research in Psychology, Psychiatry, and Neuroscience at York was ranked 4th out of 82 submissions in the most recent national assessment of research quality. We have a broad range of interests spanning high-level cognitive acts such as communication and language-use to low level visual and auditory perception. Our research is internationally recognized and has been judged to be among the strongest in experimental psychology in the UK. For more information on particular research areas, facilities and grant activities please refer to our research webpages.

Our ethos

Psychology at York is committed to ensuring that all members of staff achieve their full potential in a supportive and responsive work environment. In 2007, we received the first Athena SWAN Silver Award for a psychology department in recognition of our commitment to supporting women in science. The award was renewed in 2011 and 2016. Working patterns in the Department are flexible. We provide support for staff taking maternity, paternity, adoption, and parental leave, and the University has a nursery and a child-care voucher scheme. The Department strives to address gender inequalities in both the staff and student bodies. Our success is founded on an inclusive culture wherein women and men seek excellence and support each other in attaining it.

YNiC

YNiC was established in 2004 with funding from the Wolfson Foundation and the SRIF initiative. In addition to a Director and Deputy Director who are faculty of the University, YNiC has eight staff who conduct and support research and who provide a service to patients who are referred for clinical assessment. YNiC houses a TMS laboratory alongside MRI and MEG facilities with GE and Siemens 3T MRI scanners and a 4D whole-head MEG system with 288 channels.
The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 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 7803
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 July 2019.

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 the Department Manager
Nicole Warmus,
Nicole.warmus@york.ac.uk

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