Centre Receptionist
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

York Science Park

York Science Park is a dynamic science and technology park. We nurture and accelerate the growth of technology, digital, science and knowledge-based companies that deliver high value jobs, collaborate with the academic research base at the University of York and contribute to the growth of the local economy. We offer a range of fully serviced, fully furnished office and laboratory space. Rentals are offered on 12 month licences and include; furniture, facilities support, building utilities, business rates, reception services, parking, 24/7 access and meeting rooms. Our offices range in size from a one or two-person space, up to residents who occupy entire wings or floors of buildings. In addition to space, the Science Park also offers some additional services and options, including the ‘Springboard Programme’ for businesses in their first 12 months of operation; Phase One, that supports businesses from pre-start stage up to 12 months in an incubator programme. York Science Park also offers ‘lightly managed’ grown on space offering residents the chance to expand, whilst still maintaining a presence on the park.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

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. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

As a Centre Receptionist you will be responsible for overseeing and carrying out the centres’ reception and administration responsibilities.

Key responsibilities and duties:

Centre Management:

- You will be based on the main reception desk, and you will be the first point of contact for all customers, visitors and enquiries.
- Demonstrate excellent customer service, a high standard of best practice and product and service knowledge to all enquiries and at all times.
- Greet and signing in visitors, allocation of car passes
- Make visitors and residents feel welcome and answering any of their questions.
- Answer, forward and screen phone calls, record and pass on messages to the team, residents and virtuals
- Sort, distribute post and organise couriers
- Maintain electronic diaries, copying, filing and maintaining databases and records.
- Ensure all communal areas of the centre are welcoming to residents, clients and visitors.
- Ensure adequate marketing materials are on display in the centre at all times. Ensuring they are in date and appropriate.
- Record and report any material, functional or building issues so these can be resolved promptly.
- Ensure contact is maintained with all residents to ensure our records are up-to-date and amend computerised records as necessary.
- Actively market YSPL services and products to residents.
- Identify opportunities for delivering further value added services for clients.

Team Work / Communication:

- Attend all internal staff meetings and external meetings, as required
- Support the successful implementation of new procedures and initiatives
- Escalate any serious staff or resident issue to management immediately
- Keep up-to-date with YSPL information through the newsletters and other correspondence
- Show dedication and commitment to YSPL, being part of a strong and cohesive team
- Comply with all policies and procedures.
- Positively support and mentor colleagues.

Fire Warden/ Emergency First Aid Duties:

- Take on the role of the Fire Warden in an emergency.
- Take on the role of Emergency at Work First Aider.
- Proactively keeping up to date with all current legislation.
- Ensure all visitors and conference customers are made aware of fire exits and assembly points when they are signing into the building.
**Conferencing:**

- Ensure all meeting rooms are set up correctly and ready for the next meeting.
- Ensure meeting rooms are serviced correctly as per requirements on the booking forms.
- Prepare and serve refreshments as requested on the booking form.
- Actively promote residents and clients to utilise YSPL meeting rooms along with catering requirements.
- Management of the online conferencing diary, Clarity – ensuring daily and weekly checks are carried out and queries answered.

**Additional:**

- You will be required to complete additional duties to support the management team. These duties will be varied and depend on your previous experience, these may encompass Sage, credit control, invoicing, marketing, booking travel arrangements and administration.
- Act as an ambassador for York Science Park Ltd, ensuring that your behaviour reflects well on the company.
- Any other duties as requested by the SMT in order to meet the changing needs and demands of the business.

The above list of duties 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 in response to business needs.
## CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
<td>• 5 GCSE’s  Grade C or above or equivalent</td>
<td>• First Aid / Fire Warden qualification</td>
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<td>• Willingness to participate in development and training opportunities.</td>
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<td><strong>KNOWLEDGE</strong></td>
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<tr>
<td><strong>SKILLS / ABILITIES/COMPETENCIES</strong></td>
<td>• Ability to work to agreed objectives and deadlines</td>
<td>• Accurate and thorough approach / attention to detail</td>
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<td>• Ability to make decisions within defined procedure/legislation and use initiative and own problems until resolution</td>
<td>• Enjoys generating and responding to new ideas</td>
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<td>• Ability to apply set procedures and make recommendation of improvements</td>
<td>• Strong prioritisation skills and ability to manage own workload</td>
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<td>• Willingness to invest time learning new skill</td>
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<td>• Natural communicator with strong written and verbal skill</td>
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<td>• Demonstrable IT skills including Word and Excel</td>
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<td>• Ability to work independently and as part of a team</td>
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<td>• Professional communication skills, able to communicate with businesses and colleagues, verbal and written</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>• Experience of greeting visitors and residents and making them feel welcomed</td>
<td>• Experience of maintaining and developing databases</td>
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<td>• Experience within a similar role</td>
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<td>• Experience within a customer service/facing role</td>
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<td>• Experience of handling a full and varied workload / working under pressure</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Strong appreciation of customer service</td>
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<td>• Flexible and motivated team member</td>
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<td>• Quick and enthusiastic learner</td>
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<td>• Self-driven / able to work autonomously</td>
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<td>• Ability to deliver the vision and objectives</td>
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<td>• Calm, driven and resilient</td>
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<td>• Must be flexible with extra work hours</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using the reference
- Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

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

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hrandmin@york.ac.uk
01904 328413 / 01904 328424