University Receptionist

**Department:** Directorate of Technology, Estates & Facilities

**Hours of work:** Full time, 37 hours a week

**Contract type:** Open

**Salary:** £21,686 - £23,487 a year
Introduction

Within the wider Directorate of Technology, Estates & Facilities, the Customer Experience Team manages the University’s Receptions. They have responsibility for the delivery of an effective, friendly and welcoming reception service for all staff, students and visitors at main receptions throughout the University Campus. This includes the responsibility of ensuring adherence to University processes and procedures in respect of Events Management, production of University Student I.D and Access cards, car parking and Lost Property. The team provides support to College welfare teams as well as being the first point of contact for escalation to Security, of incidents of alarm activations, disturbances and damage to University of York property.

The post holders are primarily 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.

This post covers 7 days a week. Shifts are managed on a roster basis and will be a combination of early and late shifts between 07:00 - 23:00, averaging 37 hours a week.

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, and carry out routine, established processes.

Key responsibilities

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

- Respond professionally to enquiries, received on the telephone, in person or electronically, and provide a welcoming reception service
- Provide straightforward advice and support to all customers
- Monitor and maintain the reception email and calendar
- Assist in the preparation & production of a wide range of department/service documentation using different electronic and paper-based media and systems.
- Make accurate and effective use of IT systems to create and revise documents, analyse data and communicate with colleagues and external customers, including handover notes for shift changes
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain an electronic and paper-based filing system
- Following the team’s Standard Operating Procedures, carry out tasks including but not limited to:
  - Monitor stock and reorder stationery/office supplies.
  - Respond to access control requests, issuing of access cards and hard lock keys.
  - Input maintenance requests using the relevant University system.
  - Accommodation check-in/out for students, staff and conference delegates.
- Coordinate room set ups and moves and assist physically, in the set-up of small room changes.
- Be aware and responsible for health & safety issues.
- Undertake informal, random building checks
- Open and close buildings and management of associated keys.
- Provide a mail service for students by receiving deliveries, storing and logging these on our electronic system for collection
- Be the first point of contact for escalation of incidents, including but not limited to:
  - Alarm Activations, disturbances, damage to property, lost property, fire point assembly.
  - A first point of contact for medical, social and well-being related issues
- Provide support to the University’s Security team as and when required.
- Manual handling duties such as room set ups and movement of deliveries.
- Be a designated and suitably trained First Aider.
- 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

<table>
<thead>
<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, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>First Aid Certificate</td>
<td>Desirable</td>
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<tr>
<td>Driving Licence</td>
<td>Desirable</td>
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### Knowledge

- Knowledge and understanding of the routine practices and procedures used in an administrative office and or reception role
- Working knowledge of computer software such as Microsoft Word, Excel and Google applications.
- Knowledge and understanding of the requirements of individuals from other countries and cultures

### Skills, abilities and competencies

- Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets
- Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines
- Ability to work independently to solve a range of straightforward problems relating to administrative and reception processes
- Ability to contribute to the preparation and production of information and promotional material
- Ability to input and extract data from databases and spreadsheets, and prepare standard reports
- Ability to undertake manual handling

### Experience

- Experience of working in an administrative role or reception within a large complex organisation
- Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards
Experience of providing a front of house service and providing advice and assistance to customers  | Essential
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Experience of dealing with conflict resolution  | Essential

**Personal attributes**

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| Works as a member of a team  | Essential |
| Comfortable working flexibly, under pressure and to tight deadlines  | Essential |
| Adapts well to change and service improvements  | Essential |
| Professional appearance and manner  | Essential |
| Commitment to and understanding of equality and diversity  | Essential |

**Additional Personal attributes**

Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff 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: [DECS values](#)

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| Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others  | Essential |
| Have strong team spirit and pride in your standard of work  | Essential |
| Value colleagues and support their commitment to behaviour that is consistent with DECS core values  | Essential |