Receptions Manager

Department: Directorate of Technology, Estates & Facilities - (Customer Service and Administration)

Hours of work: Full time/37 hours a week

Contract type: Open ended

Salary: £34,308 - £42,155 a year
**Introduction**

The Directorate of Technology, Estates & Facilities (DTEF) is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.

**Digital:** Software, Projects, BA/change management.


**Estates Development:** Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings

Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the wider Campus Services team.

**Main purpose of the role**

Responsible for maintaining an effective, friendly and welcoming reception service for all staff, students and visitors at main receptions. The Reception team operates daily from 07:00 - 23:00 basis across several locations and reception points based across the University’s Heslington Campus.

The post holder will have responsibility for the recruitment, retention, training and development of staff. They will be assisted by two Reception Team Leaders. The role also includes ensuring the implementation of best practice through benchmarking and Quality Management systems in order to monitor and develop services.

The role involves working any five days over seven and the post-holder will be expected to take a flexible approach to the hours they work. They will be expected to be available for call-out responses and duties when required. The postholder is also responsible for ensuring that activities under their control are always carried out in accordance with the University’s health and safety procedures.

Within the University and on appointment, the role holder will have the job title of Customer Experience Manager.

**Key responsibilities**

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

1. **Role Specific Responsibilities**

   - To develop and implement policies and procedures to support the management of an efficient and effective Receptionist Services throughout the University Campus.
   - Deliver a package of excellent customer service, drive change and implement improvement activity.
2. **University of York Responsibilities for Grade 6**

**Service and Operational Delivery**
- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**
- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

**Specialist Contribution**
- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Training and/or Assessor qualification</td>
<td>Desirable</td>
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<tr>
<td>IOSH Managing Safely (or equivalent safety accreditation)</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of the Higher Education sector</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 6

#### Qualifications:
Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:
- Lead projects                                                               Essential
- Gather, analyse, interpret and report complex data/information              Essential
- Use digital technologies including Google applications and/or Microsoft Office Essential
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools Essential

#### Behaviours:
- Works collaboratively with others                                           Essential
- Delivers a quality service                                                  Essential
- Develops self and others                                                    Essential
- Actively champions respect, inclusivity, equality and diversity             Essential
- Identifies and implements continuous improvement                            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 at: [Our values](#).

- 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 our core values | Essential