University Receptionist X2

Department: Directorate of Technology, Estates & Facilities
Hours of work: Full time, 37 hours per week
Contract type: x1 Open x1 Fixed term for 11 months
Salary: Grade 3, £22,662 - £24,285 per year
Introduction
The Directorate of Technology, Estates and Facilities (DTF) 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 DTF 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.

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 ID 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.

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)

1. **Role Specific 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
• Following the team’s Standard Operating Procedures, carry out tasks including but not limited to:
  o Monitor stock and reorder stationery/office supplies.
  o Respond to access control requests, issuing of access cards and hard lock keys.
  o Input maintenance requests using the relevant University system.
  o Monitor and maintain the reception email and calendar.
  o Accommodation check-in/out for students, staff and conference delegates.
  o Coordinate room set-ups and moves and assist physically, in the set up of small room changes.
  o Be aware and responsible for health & safety issues.
  o Undertake informal, random building checks
  o Open and close buildings and management of associated keys.
  o 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:
  o Alarm Activations, disturbances, damage to property, lost property, fire point assembly.
  o 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

2. University of York Responsibilities for Grade 3

Service and Operational Delivery
• Produce accurate and timely work to set standards.
• Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
• Engage with customers to ensure understanding of procedure or policy
• Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
• Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
• Make effective use of digital solutions to carry out operational activity.

Continuous Improvement
• Highlight issues so that improvements and/or changes or new services can be developed.
• Contribute to the team’s consideration of improvements to the service provided.
• Proactively seek opportunities to improve personal knowledge and skills.

Specialist Contribution
• Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
• Solve day-to-day routine problem solving and source background information within the role.

Collaboration and Communication
• Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
• Liaise with staff in other areas of the organisation to support service and operational delivery.
• Respond to routine enquiries/questions from customers via all channels utilised by the team.
• Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers

Governance and Oversight
• Apply procedures and policy and highlight any anomalies or issues.
• Compile, record, store and archive data and information to ensure the accuracy and safety of information.
• Record data and information accurately and provide reports as required to team members and more experienced staff.

Planning and Organisation
• Plan and organise own task delivery.
• Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
• Assist team members to organise, plan and prepare for events, meetings and activities.
## Person specification

### Essential / Desirable

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<td>First Aid certificate</td>
<td>Desirable</td>
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<tr>
<td>Driving licence</td>
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<td>Ability to undertake manual handling</td>
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### University of York Person Specification for Grade 3

### Qualifications:

Level 2 qualification (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please view the full list). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

- Accurately record and report information/data                               | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats                       | Essential |
- Assist others to organise activities                                         | 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: [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 |
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<td>Value colleagues and support their commitment to behaviour that is consistent with our core values</td>
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