Receptionist

Department: Psychology
Hours of work: Full time | 37 hours per week, term-time only
Contract type: Open
Salary: £22,662 - £24,285 per year, reduced pro-rata for part time working
Main purpose of the role

The Department of Psychology is seeking to appoint a full-time, term-time only, Receptionist to provide front of house cover and to help the Student and Academic Support team with the smooth running of day-to-day operations.

Key responsibilities

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

1. Role Specific Responsibilities
   - Front of house cover
   - Monitoring enquiries via the in-house administrative system
   - Meet and greet students, staff and visitors
   - Monitoring stationery, postal and print services and process purchase orders as required
   - Catering orders
   - Room and accommodation bookings
   - Support the Student & Academic Support team with student attendance monitoring
   - Support the Assessment & Feedback Administrator for example downloading coursework submissions, monitoring non-submissions and plagiarism checking
   - Other duties commensurate with the grade

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

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<th>Essential / Desirable</th>
<th>Role Specific Person Specification</th>
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<td>Previous administrative experience in a busy office environment</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
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Assist others to organise activities

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement