**Job title:** Centre Receptionist

**Salary:** £21,415.13 per annum  
**Grade:** YCL A3  
**Hours of work:** 37 per week (Full time)  
**Contract type:** Fixed-Term (12 months)  
**Reporting to:** Operations Manager

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 offices and laboratory spaces. Our offices range in size from a one or two-person space, up to residents who occupy entire wings or floors of buildings. The Science Park also offers some additional services and options, including the ‘Springboard Programme’ for businesses in their first 12 months of operation and Phase One, which supports businesses from pre-start stage up to 12 months in an incubator programme.

**Why work for YCL?**

**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**

- 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.
Key responsibilities and duties continued

- 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

Teamwork / 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
Key responsibilities and duties continued

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.
## Person specification

<table>
<thead>
<tr>
<th>Job title</th>
<th>Centre Receptionist</th>
</tr>
</thead>
</table>

### Qualifications

- 5 GCSE’s Grade C or above or equivalent
- Willingness to participate in development and training opportunities.

### Knowledge

- First Aid / Fire Warden qualification

### Skills/abilities/competencies

- Ability to work to agreed objectives and deadlines
- Ability to make decisions within defined procedure/legislation and use initiative and own problems until resolution
- Ability to apply set procedures and make recommendation of improvements
- Willingness to invest time learning new skill
- Natural communicator with strong written and verbal skill
- Demonstrable IT skills including Word and Excel
- Ability to work independently and as part of a team
- Professional communication skills, able to communicate with businesses and colleagues, verbal and written
- Accurate and thorough approach / attention to detail
- Enjoys generating and responding to new ideas
- Strong prioritisation skills and ability to manage own workload
### Job title: Centre Receptionist

<table>
<thead>
<tr>
<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Experience**       | ● Experience of greeting visitors and residents and making them feel welcomed  
                        ● Experience within a similar role  
                        ● Experience within a customer service/facing role  
                        ● Experience of handling a full and varied workload / working under pressure | ● Experience of maintaining and developing databases |
| **Personal Attributes** | ● Strong appreciation of customer service  
                        ● Flexible and motivated team member  
                        ● Quick and enthusiastic learner  
                        ● Self-driven / able to work autonomously  
                        ● Ability to deliver the vision and objectives  
                        ● Calm, driven and resilient  
                        ● Must be flexible with extra work hours |