Receptionist / UG Office Admin Assistant (Maternity Cover)

**Department:** Chemistry

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

**Contract type:** Fixed term for 9 months

**Salary:** Grade 3, £22,662 - £24,285
Introduction
The Department is looking to recruit a Receptionist / Undergraduate Office Administrative Assistant. The post is available for 9 months on a fixed term contract to cover maternity leave.

The ideal candidate will have an understanding of administrative and IT processes. We are looking for excellent communication and organisational skills and the ability to develop good working relationships with key academic, technical and administrative staff as well as building a rapport with the students.

For this role the expectation is to cover the reception Monday to Friday in term time.

The Department of Chemistry is one of the UK's leading Chemistry departments and we are renowned internationally for our research. This is combined with a commitment to teaching and outstanding student satisfaction, and we have been recognised consistently for our family-friendly policies and are proud of our Athena Swan Gold Award.

We strive to provide a working environment which allows all staff and students to contribute fully, flourish, and excel. We aim to ensure that there is a supportive and egalitarian culture across all staff groups and levels. We promote good practice and a strong culture of equality in higher education. Further information can be found on our website.

Main purpose of the role
To act as the first point of contact for visitors, staff, and students, and to provide routine administrative support to ensure the smooth running of the Reception and Undergraduate Office.

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

1. Role Specific Responsibilities
   - To respond professionally to enquiries, received either on the telephone, in person or electronically and provide a reception and hospitality service.
   - To liaise with departmental academic and support staff and the Rapid Response Team regarding room bookings, room layouts and IT equipment requirements for meetings and events
   - Sort internal and external post into the relevant pigeon holes during the vacation period (dealing with any queries which arise), sign for recorded and special delivery items and ensure that post and reception area is kept tidy with out of date information removed.
   - To provide straightforward advice and support to, or seek information from, departmental staff and external customers
   - Any other duties that fall within the scope of the role as allocated by the line manager
   - Assist other administrative staff with a variety of tasks at peak times
To provide administrative support to the Undergraduate Office including:

- Act as the first point of contact, responding to staff and student enquiries and providing relevant documentation.
- Preparation for the new cohort of undergraduate students.
- Medical certification / absence.
- All student filing.
- Provide catering support and order supplies of stock.

To input & extract straightforward data and service-related information into & from databases, and spreadsheets, and maintain an electronic and paper-based filing system.

To make accurate and effective use of computerised office systems to create and revise documents, analysis data and communicate with colleagues and external customers including:

- SITS
- VLE
- CMS Web pages

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.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard to required deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to contribute to the preparation &amp; production of information and promotional documentation and literature</td>
<td>Essential</td>
</tr>
<tr>
<td>Friendly, personable, welcoming attitude</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge and understanding of the routine administrative practices and procedures used in an administrative office</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of working within a front line customer service</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

**University of York Person Specification for Grade 3 [Do not amend these requirements]**

**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         |