Administrative Assistant / Receptionist

Department: Directorate of Technology, Estates & Facilities - Customer Services & Administration

Hours of work: Full time / 37 hours a week (2 positions available)

Contract type: Open

Salary: £22,662 - £24,285 a year / Grade 3
Introduction

DTEF is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

We have two vacancies within our Information Centre and Heslington Hall Reception Team. These roles are part of the Administration Team within Facilities and will report to the Administration Team Leader.

Main purpose of the role

In our Information Centre, the team provides an efficient and friendly reception service to visitors, staff and students. The posts also have responsibility for the general administration of staff and student parking permits, issuing and replacing University cards, setting up and amending door access, and providing administrative support to the Unified Communication Team. The team also manage a busy telephone switchboard.

The role will focus on providing a reception and administration service within the Information Centre and Heslington Hall.

Key responsibilities

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

1. Role Specific Responsibilities
   - Respond professionally to enquiries, received on the telephone, in person or electronically, and provide a reception and information service within the Information Centre and in Heslington Hall.
   - Answer and redirect enquiries received via the University switchboard.
   - Process applications and provide advice and guidance to staff and students on University parking permits.
   - Assist in the production and issue of staff and student ID cards.
   - Give customers advice on how to obtain any of the wide range of services available across all parts of the University.

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 provide a welcoming and professional service face to face, over the telephone and via electronic communication methods</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent communication and interpersonal skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work on own initiative and as part of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>Flexible and adaptable to the changing needs of the team and the University community</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to manage workload effectively</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working in a customer service or receptionist role</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of providing a high-quality administrative service</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of working in Higher Education</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

**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             |