University Receptionist

**Department:** Directorate of Technology, Estates & Facilities

**Hours of work:** Full-Time / 37 hours a week

**Contract type:** Fixed Term until 03/07/2023

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

The Directorate of Technology, Estates and Facilities (DTEF) is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

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 I.D 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 holder will be 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.

Shfits 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. This role is Fixed Term until July 3rd 2023.

**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:
  - Monitor stock and reorder stationery/office supplies.
  - Respond to access control requests, issuing of access cards and hard lock keys.
  - Input maintenance requests using the relevant University system.
  - Monitor and maintain the reception email and calendar.
  - Accommodation check-in/out for students, staff and conference delegates.
  - Coordinate room set-ups and moves and assist physically, in the set-up of small room changes.
  - Be aware and responsible for health & safety issues.
- Undertake informal, random building checks
- Open and close buildings and management of associated keys.
- 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:
  - Alarm Activations, disturbances, damage to property, lost property, fire point assembly.
  - 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
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>
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<tbody>
<tr>
<td>Ability to undertake manual handling duties for the movement of furniture, equipment and mail</td>
<td>Essential</td>
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<tr>
<td>Driving licence</td>
<td>Desirable</td>
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<tr>
<td>First Aid certificate</td>
<td>Desirable</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