

Receptionist

Job Ref: REQ241109

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Administrative Services Grade 3

Job Purpose

Help to deliver an outstanding customer service, providing first response to customers' everyday queries and requests by aiding to the smooth running of the reception desk in Hazlerigg and the University's frontline telephone service. The post holder will typically be deskbound in order to ensure a consistent service is available throughout the working day, typically 0830 – 1730.

Job Duties

- First point of contact for inbound callers to the University's main telephone number
- First point of contact for external visitors to the Hazlerigg building (including high-level guests), dealing with queries helpfully and swiftly
- Proactively identify gaps in the University's information or systems which are unhelpful to callers and report them, filter problems and use initiative and judgement to resolve issues or refer as appropriate
- Answer the University enquiries inbox in a timely manner
- To book travel arrangements for staff within Marketing & Advancement using the University approved suppliers and protocol
- To access and interpret information in order to provide support for activities within the building
- To populate the staff and student online noticeboard with content supplied from University departments and sections
- Offer administrative support to the Operations team within Marketing and Advancement
- To act as a fire warden and a first aider for Hazlerigg building
- To provide training to new starters operating the switchboard
- An expectation to increase hours to cover annual leave etc. given reasonable notice
- To undertake any other duties required which are within the scope and grade of the post

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Business & Operations Officer.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Excellent telephone skills and experience	1,3
	Experience of reception and administrative work	1,2,3
	Experience of problem solving	1,2,3
	Experience of frontline service in a large complex organisation	1,3
	Experience of building management	1,3
Skills and abilities	Excellent interpersonal and communication skills with the ability to use tact and discretion.	1,3
	A friendly and helpful manner	1,3
	The ability to respond quickly and accurately under pressure	1,2,3
	Good Microsoft Office skills	1,2,3
	Excellent attention to detail	1,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1
Qualifications	Educated to A Level or equivalent	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1,3
	The ability to work flexibly as a member of a team.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of using an operator console or similar PC based attendant console	1,3
	Experience of working in an HE environment	1,3
Skills and abilities	Knowledge of telephone systems	1,3

Training	First Aid trained	1
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Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 3, £22,911 - £24,044 per annum. Starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>