

Receptionist and Student Support Assistant

REQ250928

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

<http://www.lboro.ac.uk/science/>

Job Description

Job Grade: Administrative Services, Grade 3

Job Purpose

To provide an efficient point of contact for students and other visitors to the School of Science and to carry out a range of other Student and Programme Administration duties for the School.

Job Duties

Reception

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with applicants, students and academic staff, but will also include external organisations and parents.

Programme Administration

- To support processes within the administration team including, but not limited to, attendance and engagement monitoring, post graduate research administration, admissions, assessments and non-submissions
- To undertake word-processing and document preparation including the preparation of letters, e-mails and transcripts to students, posting appropriate information to Student Forums and updating noticeboards
- To assist in the preparation of materials for School events
- To provide support to students and escalate to colleagues when you believe a student is at risk
- To organise and facilitate feedback sessions such as exam script viewing for all students including the use of online booking systems
- Be responsible for the archiving of assessment materials in line with General Data Protection Regulations (GDPR)

General Administration

- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents

- To ensure compliance with relevant University policies and procedures
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager
- To undertake general administrative duties associated with the School and its related internal and external projects
- As part of a team of receptionists to provide cover for the Mathematics Learning Support Centre
- Other relevant duties as required by the Operations Manager or Senior School Administrative Staff commensurate with the level of the post

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibilities 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 Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & 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 Programme Administration Manager.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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
Skills and abilities	Competent in standard Microsoft applications including Excel, Outlook and Word and willing to learn new IT processes and software	1,2,3
	Excellent customer service skills	1,2,3
	Able to work well in a team	1,3
	Skilled in undertaking regular routine office duties	1,3
	Ability to manage multiple routine tasks, ensuring that the work is carried out in a timely and accurate manner	1,3
	A sympathetic approach to dealing with students.	1,3
	Problem-solving skills and understanding of when to defer decisions	1,3
	Well-motivated with the ability to adapt to changes in tasks and processes	1,3
	Good attention to detail	1,3
Qualifications	4 GCSEs or equivalent including English and Mathematics	1
Training	A willingness to undertake further training as necessary.	3
EDI	To be committed to help the university to become an equitable, diverse and inclusive place to work and study	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of University Administration.	1,3
Skills and abilities	Skills using corporate IT systems/databases	1,3

Conditions of Service

This position is **open ended, part time 0.52 FTE (19.25 hours per week)**. Salary will be on Administrative Services, Grade 3 (£24,794- £26,230 pro-rata per annum).

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/>