

JOB DESCRIPTION

Job Title:	Receptionist
Department:	Estates
Contract:	Permanent, Full-time
Salary:	£18,827 per annum (Fixed)
Report To:	Facilities Manager
Job Purpose:	<p>To provide an outstanding welcome experience to all incoming visitors and students entering the University.</p> <p>To respond to queries from staff, students and the public.</p> <p>To ensure authorised admittance only.</p>
Main Duties & Responsibilities:	<ol style="list-style-type: none"> 1. Receiving all visitors entering the University and directing them appropriately. 2. Responding to queries from students, staff and visitors, in a prompt, professional manner. These could be by telephone, email or in person. 3. Checking identification cards of students entering the University. 4. Maintaining a visitor's book (recording daily visitors) and issuing computer-based visitor passes. 5. Identifying unauthorised persons on the University premises. 6. Allocation of car parking spaces to visitors when necessary, keeping appropriate records. 7. On a rotational basis, operate the telephone switchboard system. 8. Taking receipt of post and arranging transfer to the appropriate area. 9. Adherence to the University's safety and emergency procedures, including first aid duties as necessary. 10. The issue and receipt of keys, keeping appropriate records.

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	<ol style="list-style-type: none">11. Monitor security video screens after appropriate training.12. Fire marshal duties as necessary.13. To ensure practice is in line with the requirements of the General Data Protection Regulations.14. To commit to upholding the principles of Safeguarding and the PREVENT agenda.15. Any other duties commensurate with the nature and grade of the post.
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PERSON SPECIFICATION

Post:	Receptionist	Weighted criteria
Experience:		
1	Experience of working in a customer-focused environment.	X
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Skills & Abilities:		
6	IT proficiency including the use of Microsoft Office.	
7	High level of written and oral communication skills.	
8	Ability to be organised and to work independently and flexibly in the interests of the University.	
9	Excellent attention to detail and accuracy with the ability to prioritise competing tasks.	
10	Excellent customer service skills, with an understanding of the needs of students.	X
Education & Qualifications:		
11	Recognised qualification in English and Maths (or demonstrated competence in respect of Literacy and Numeracy).	
12		
13		
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15		
Training & Professional Development:		
16	Willingness to participate in professional development relevant to the role.	
17	Willingness to undertake first aid training, and become a designated first aider.	
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Other:		
21	Flexible approach to work, in order to meet the demands of the service.	
22	An appreciation of the need for confidentiality.	
23	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
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