

Job Description

Post/Job Title:	Receptionist
Ref:	0005055811
Location:	Talbot/Lansdowne Campus Receptions
Professional Service :	Estates & Facilities
Department/Section:	Campus Services
Normal hours per week:	22 hours over 3 days (TBC)
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Occasional Weekend Events cover will be required on a voluntary basis. This will be either be paid at enhanced rate or as time in lieu.	
The postholder will be required to work either between 0800 – 1630 hrs, or 0830 – 1700 hrs depending on which Reception point the postholder is allocated to for the day/week.	
Grade:	2
Responsible to:	Reception Services Officer

Job Purpose

Responsible for providing a 'front of house' service to students, staff and visitors to the University, undertake a variety of administrative tasks relating to Estates, including the maintenance of appropriate databases.

Main Responsibilities

1. To maintain the Reception area answering enquiries from staff, students and the public.
2. To maintain, monitor and co-ordinate a diary of dates, times and places of meetings, conferences, official visitors etc. and to liaise with other staff as appropriate regarding these.
3. To ensure that official visitors are issued with location maps or other documentation appropriate to their visit, including parking permits.
4. Inputting and extracting information from Estates databases.
5. Monitor the secure release and return of keys to appropriate personnel and maintain a log.
6. Programming of access cards as required
7. To liaise with Facilities Assistants and Maintenance personnel via radio at Reception.
8. To undertake relevant duties as Fire Marshall or Warden and inform appropriate personnel of alarm activation.
9. Undertake relevant procedures relating to the theft of student's cars/bikes when required.
10. To undertake any administrative, clerical and post duties as directed.
11. To undertake Reception duties at any of the University reception desks as required.
12. To monitor and co-ordinate the CCTV system when necessary.
13. To wear uniform provided.
14. To undertake any other duties as required by the Reception Team Leader.

Challenges

You will work with minimum supervision, will be required to use your initiative, undertake decision making, handle numerous diverse situations, requests/queries while maintaining a positive, professional and receptive manner.

Contacts

Internal: All levels of staff across the University including members of the office of the Vice Chancellor, Heads of Faculty, Facilities Assistants, Maintenance, Car Park attendants and in-house Contractors

External: Official visitors, Police and Emergency Services, students, parents, the general public, contractors and conference delegates.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

Person Specification

Post / Job Title: Receptionist	Post No:
Faculty/ Service: Estates	Date: June 2019
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Dealing with wide cross section of personnel – general public, staff and students	E
Proven receptionist experience, ideally gained in a customer service and/or higher education environment	E
IT literacy	E
Operation of a radio	D
Experience in negotiating and dealing with external organisations	D
Knowledge of switchboard operations	D
Experience in arranging and attending meetings with administration and senior staff	D
Skills	
Good IT Skills – Word/Excel/Microsoft Office including the ability to update and maintain appropriate records	E
Ability to effectively operate a phone system	E
Effective interpersonal skills with ability to prioritise in very challenging circumstances	E
Good verbal communication skills e.g. answering phone, dealing with face to face enquiries	E
Good attention to detail	E
Ability to work/prioritise/make decisions effectively under pressure in a team or individually as required	E
Attributes	
Professional presentation	E
Able to work on own initiative	E
Committed to offering a high level of customer care	E
Appreciation and understanding of situations requiring tact, diplomacy and discretion	E
Flexible and positive attitude	E