

Role Profile

Receptionist

Salary:	Band 1
Working Hours:	Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)
Contract:	Permanent
Reporting to:	Student Relations Team Leader
Direct reports:	None
Overall purpose/accountabilities:	<p>To be first point of face-to-face contact for the students, staff, guests and visitors, providing excellent customer service that is welcoming, helpful, accurate and aims to 'get it right first time'.</p> <p>Receiving, greeting and directing students, staff, guests and visitors appropriately, utilising organisational familiarity and necessary discretion. Supporting building security through making use of the access control systems and procedures.</p> <p>Always deliver and champion an excellent student experience and a high-quality service to all stakeholders.</p>

Job Description

Provide a customer-centred, approachable and responsive meet, greet and welcome service to students, visitors and staff as they arrive. In a professional and courteous manner direct customers to the appropriate departments or members of staff.

Ensure the accurate and timely delivery of information, advice, and guidance to all customers on a wide variety of matters.

Recognise and refer complex enquiries to the appropriate University contact, whilst ensuring the student or visitor concerned receives a timely and appropriate response.

Maintain the reception area, keeping it tidy and presentable, following internal protocols.

Use the Access Control system to support and maintain building access, including administering access cards, providing special access and updating the systems accurately and providing regular scheduled and ad hoc reports to line manager. Reporting student card issues to line manager

Making sure all parcels and letters delivered to the reception are put in safe place. Liaise with the Business Support Services for distribution.

Ensure the reception desk is always staffed during service hours, and coordinate with relevant colleagues for ad-hoc cover.

Ensure accurate record keeping in the visitor and student records and other systems as required.

Update details on our query resolution system Compass to ensure all details of interactions with students are recorded accurately and in a timely manner whether by recording calls, emails or face to face queries if needed.

Advise students and staff on car parking access, room/area bookings of bookable study areas, Lost and Found. Working together with the Business Services Support team to maintain efficient service and to administer processes as required.

Support the Student Relations Team with Welcome Activities and Events as required.

Undertake fire warden and emergency first aid training and perform these duties as required.

Identify and participate in continuous professional development as appropriate. Actively engage with our performance quality standards, including feedback and development.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment and appreciation of the importance and effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Other factors: A flexible approach to work is required with some evening and weekend working required on occasion. Cover for holiday periods may be required. Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

Essential	<p>Qualifications</p> <p>Educated to A level standard or equivalent.</p>
	<p>Experience</p> <p>Previous experience of delivering a high-quality service in a customer focused support/service environment.</p> <p>Experience working effectively with customers face to face, in writing and by telephone.</p> <p>Experience of recognising and dealing with customers' queries and problems effectively.</p> <p>Experience of using Microsoft Office applications.</p>
	<p>Skills & Attributes</p> <p>A positive and attentive attitude and approach to dealing with customers and working with colleagues.</p> <p>Demonstrable and exceptional customer service skills.</p> <p>Proven understanding of the importance of customer care and excellent customer service skills.</p> <p>Ability to establish an effective rapport with visitors and students, respond appropriately and communicate information effectively.</p> <p>Ability to remain calm under pressure and effectively deal with challenging situations.</p> <p>Demonstrable IT skills including proven competence at intermediate level in Microsoft Office (PowerPoint, Excel, Word and Outlook).</p> <p>Be competent in the effective use of systems and software to help answer and manage enquiries and to share information, such as email ticketing systems.</p> <p>Ability to follow organisational procedures, external regulations and legislation.</p> <p>Punctuality, reliability, high accuracy, excellent organisational skills and attention to detail.</p> <p>Ability to always present and act in a professional manner.</p>

Desirable	Knowledge & Experience Knowledge of or an interest in Higher Education. Experience of supporting events.
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DATE CREATED: October 2024

