

## **Job Description**

<b>Position:</b>	Customer Service Assistant (Receptionist)
<b>School/Service:</b>	Student Services & Experience
<b>Reference:</b>	SSE-009P
<b>Grade:</b>	Grade 3
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-time 36.25 hours a week working either 8.30am to 4.45pm or 8.45pm to 5.00pm. (Some work outside these hours may be required e.g. Open Days, welcome and induction events, attending staff development sessions)
<b>Reporting to:</b>	Student Services Manager
<b>Responsible to:</b>	Student Services Manager

### **Main Function of the Position:**

To provide a professional, customer focussed reception service, to operate the University's main switchboard and undertake general administrative duties.

### **Principal Duties and Responsibilities:**

1. To operate the University switchboard and to deal effectively with internal and external telephone calls.
2. To receive visitors to the campus/building and directing visitors to venues, providing travel information and booking taxis as appropriate.
3. Undertake reception duties as directed by the Student Services Team Leader.
4. Follow defined procedures for dealing with emergencies such as fire alarms and passing on urgent messages in conjunction with security.
5. To operate fax, e-mail and voicemail and associated equipment ensuring messages are distributed appropriately and promptly whilst maintaining confidentiality at all times.
6. To maintain a log of visitor arrival and departure.
7. To maintain a diary of car parking reservations and operate appropriate car parking barriers.
8. To provide help and support to wider University Services as appropriate, e.g. assisting with mailshots etc.
9. To report any faults which may arise on the switchboard following appropriate procedures.
10. Maintain computerised databases to update staff extensions and room locations.

11. Undertake a full range of clerical and administrative duties to support Student Services, including covering for staff absence as required and assisting with events/functions.
12. To support Recruitment & Admissions by accessing relevant enquiry e-mails from members of the public, and filtering/redirecting to appropriate Services/Schools.
13. To support Recruitment & Admissions by assisting at events and functions as required.
14. At the direction of management, support projects and developments with other departments in the University.
15. To interrogate the CELCAT room booking system to confirm room availability and send auto-confirmations.
16. To liaise with key personnel such as caretakers and security staff using the radio system.
17. To participate in the University's Performance Review process and undertake development activities and actively pursue own development.
18. To participate in University internal and external events, deemed appropriate to the duties and take part in activities such as open days, clearing, enrolment, awards ceremonies etc as required.
19. Responsible for maintaining a display of University merchandise, dealing with cash sales and keeping appropriate records.
20. Carry out personal and professional development as appropriate to the role.
21. Identify trends in service demand from personal callers, telephone calls and emails and alert the Student Services Team Leader to these.
22. Assess customer satisfaction and make recommendations for service improvements. Work with a team of Staff to ensure compliance with the Customer Service Excellence Award.
23. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
24. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's equal Opportunities policy and Dignity at Work policy at all times.
25. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately

reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

## Person Specification

<b>Position:</b> Customer Services Assistant (Receptionist)		<b>Reference:</b> SSE-096/P	
<b>Service:</b> Student Services & Experience		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1</b>	<b>Qualifications</b>		
1 a)	Educated to GCSE grade C or equivalent in English and Mathematics or equivalent standard of education	1	Application Form/ Documentation
1 b)	ECDL qualification or willingness to work towards successfully completing the qualification	2	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of computer technology e.g. Microsoft Office, Word, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet. Interrogate in-house systems, with proficiency in keyboard skills	1	Application Form/Interview
2 b)	Able to operate office equipment i.e. switchboard, photocopier, fax machine, voicemail and email	1	Application Form/Interview
2 c)	Excellent written and verbal communication skills	1	Application Form/ Interview/Test
2 d)	An understanding of higher education and/or experience of working with students	2	Application Form/ Interview
2 e)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.	1	Application Form
<b>3</b>	<b>Experience</b>		
3 a)	Previous experience of working in a busy reception service or other customer facing role	1	Application Form/Interview
3 b)	Experience of operating a busy switchboard and ensuring that incoming and outgoing calls are dealt with courteously and efficiently	2	Application Form/Interview
3 c)	Capable of working under pressure and able to prioritise own workload	1	Application Form/Interview
3 d)	Experience of assisting at functions/events	2	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Able to work independently without close supervision within a team environment	1	Interview
4 d)	Excellent telephone manner	1	Interview/Test
4 e)	Able to communicate effectively with people at all levels and provide high level customer service.	1	Interview/Test

4 f)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds	1	Interview
<b>Other</b>			
5 a)	Able to work flexibly to meet the needs of the service, which may require working outside standard office hours	1	Interview
5 b)	Able to undertake staff development, which may take place outside the University	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Awareness of the principles of the Data Protection Act/Freedom of Information Act and Bribery Act	1	Interview
5 e)	Awareness of the requirements of Health & Safety within the work environment	1	Interview

**Note:**

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required