

## **Job Description**

<b>Position:</b>	Customer Service Assistant/Receptionist
<b>Faculty/Service:</b>	School of Health, Science & Society
<b>Reference:</b>	
<b>Grade:</b>	Grade 3
<b>Status:</b>	Fixed-term for two-years
<b>Hours:</b>	Full-time 36.25 hours (8.45pm to 5.00pm) with some work outside these hours on occasion e.g. Open Days, welcome and induction events, and attending staff development sessions)

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

To provide a professional, customer focussed reception service, to be the first point of contact (telephone and face-to-face) at the Queens Campus and to undertake other general administrative duties as appropriate.

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

1. To deal effectively with internal and external telephone calls.
2. To receive visitors to the building and directing visitors to classrooms and meeting rooms, as appropriate.
3. Undertake general reception duties.
4. Follow defined procedures for dealing with emergencies such as fire alarms and passing on urgent messages in conjunction with security.
5. To operate 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 provide help and support to wider University Services as appropriate, e.g. assisting with mailshots etc.
8. Undertake a full range of clerical and administrative duties to support the Faculty of Health and Wellbeing, including covering for staff absence as required and assisting with events/functions.
9. Co-ordination of breakfast, lunch, dinner programme and seminar/visiting lecturer meetings and providing administrative and 'meet and greet' support to these meetings.
10. Co-ordination with internal and external stakeholders regarding the administration of Faculty meetings.

11. To liaise with key personnel such as caretakers and security staff using the radio system, as appropriate.
12. To participate in the University's Performance Review process and undertake development activities and actively pursue own development.
13. 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.
14. Carry out personal and professional development as appropriate to the role.
15. Identify trends in service demand from personal callers, telephone calls and emails and alert the Director to these.
16. Assess customer satisfaction and make recommendations for service improvements. Work with a team of Staff to ensure excellent customer service.
17. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.

**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.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

## Person Specification

<b>Position:</b> Customer Services Assistant/Receptionist		<b>Reference:</b>	
<b>Faculty/Service:</b> (School of Health, Science & Society)		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</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 IT e.g. Microsoft Office applications e.g. Word, Access, Excel, Outlook with the ability to learn how to access and interrogate in-house systems, with proficiency in keyboard skills	1	Application Form/Interview
2 b)	Able to operate office equipment i.e. photocopier, fax machine, voicemail and email	1	Application Form/Interview
2 c)	Excellent written and verbal communication skills	1	Application Form/ Interview/Assessment
2 d)	An understanding of higher education and/or experience of working with staff/students	1	Application Form/ Interview
<b>3</b>	<b>Experience</b>		
3 a)	Previous experience of working in a busy reception service or customer facing role	1	Application Form/Interview
3 b)	Experience of 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/Assessment
4 e)	Able to communicate effectively with people at all levels and provide high level customer service.	1	Interview/Assessment

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<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
4 f)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds	1	Interview
<b>5</b>	<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 and adherence to the principles of the Data Protection Act, Health and Safety, Prevent, 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.