



JOB DESCRIPTION

Job title: University Receptionist

Department: Security Services
Accommodation and Hospitality Services

Grade: Grade 3 [25 hours per week pro-rata with extra hours anticipated for cover during absenteeism and special events].

Responsible to: Head of Security Services

Purpose of the job:

1. To act as a first point of contact for the University and for the Library, acting at all times in a welcoming and professional manner, respecting both diversity and equal opportunity.
2. To provide a positive first impression of yourself and the University.
3. To assist Security Services with a range of administrative duties.

Duties and Responsibilities:

1. Assisting and receiving University and Library visitors and ensuring an efficient, equitable service is provided to them in person, by phone or via emails.
2. Using knowledge and judgement to refer enquirers to other staff as appropriate or to assist as far as practicable when the relevant staff are not available.
3. Have a strong knowledge of the University, campus geography, school structures and awareness of events.
4. Have a strong knowledge of the security procedures, University Library admissions criteria and general awareness of University information systems in order the assist and direct students, visitors and staff alike.

IT duties

1. Responsible for the operation of the out of hours messaging systems (telephone and email), retrieving and routing messages daily and updating introductory messages as needed.

2. Have a working knowledge of the University access control software and an ability to edit the access control users' cards.
3. To have a working knowledge of the electronic key management system and be able to operate the software.
4. Have a working knowledge of the security incident reporting software and an ability to enter and edit entries.
5. Ensure proficiency in operating the University car park permit software system with an ability to issue car park permits.
6. Assist in enhancing the security and energy efficiency by the dissemination of security reports dealing with these issues on a daily basis.
7. Update, edit and maintain all aspects of the Security website, including car parking information.
8. Monitor the Security Technical Support Request Tracker on a daily basis and respond to enquiries.
9. Gain a working knowledge and practice of any additional software that may be introduced within your area of responsibility.
10. Ensure that the monthly key performance indicators are regularly updated and circulated.

Resource maintenance duties

1. Co-ordinating and maintaining information resources and materials for use in reception duties.
2. Devise and implement new systems and databases to streamline customer-facing Security operations where necessary.

Car parking administration duties

1. Individual issue of parking permits.
2. Issue of special/temporary permits to visitors, conference delegates and attendees of special events.
3. Responsibility for the maintaining and updating of car share procedures and mailing lists and issuing parking permits.
4. Registration of all motor cycle owners wishing to park on campus.
5. Compose and send an end of year batch email to permit holders and complete batch renewal of parking permits.
6. Gain working knowledge of all car parking procedures and become familiarised with any changes to policies as they arise.

General duties

1. Maintaining reception and visitors' waiting area.
2. Maintaining a good working knowledge of the University.
3. Receiving, securing, receipting and issuing cash bags.
4. Issuing, storing and receiving keys.
5. Monitoring of CCTV equipment.
6. Dealing with general and specific enquiries.
7. Ensure that as part of your duties you minimise energy consumption e.g. water and electricity and maximise the recycling opportunities for waste and you attend training courses on environmental awareness as and when required.
8. Other duties that are designated by the Security Management team relevant the role and grade.

Notes

1. A uniform will be supplied for this post.

Criteria	Essential	Desirable	Assessed by		
			A/F	I	T
Qualifications					
<ul style="list-style-type: none"> ▪ Good level of secondary education or above including GCSE's (or equivalent) in Maths, English ▪ NVQ Customer Services or equivalent. 	✓	✓	✓		
Experience / Knowledge					
<ul style="list-style-type: none"> ▪ Experience of using standard computer software e.g. e-mail, MS Office. ▪ Experience of working effectively with customers face to face/in writing/using IT/by telephone. ▪ Experience of recognising and dealing with queries and problems effectively. ▪ Be aware of Health and Safety issues in relation to receptionist duties ▪ Knowledge of or an interest in Higher Education. 	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓	
Skills					
<ul style="list-style-type: none"> • Good standard of spoken and written English. • Ability to establish an effective rapport with visitors, respond appropriately and communicate information effectively. • Excellent telephone manner. • Written and verbal communication skills • Basic Computer literacy and skills • Ability to plan and prioritise • Able to communicate at a basic level in a second language • Ability to assimilate a wide range of knowledge. • Excellent organisational skills, accuracy and attention to detail. • Ability to follow organisational procedures, external regulations and legislation. 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Attributes					
<ul style="list-style-type: none"> • Punctuality and reliability. 	✓		✓	✓	

<ul style="list-style-type: none"> • A pro-active approach with a high degree of commitment • Customer focused • Ability to identify issues relevant to the role. • Display a level of confidentiality • Confident • Honesty • Integrity • Excellent interpersonal skills; tact, discretion and sensitivity. • Ability to use initiative and judgement but to recognise boundaries. • Ability to stay calm and professional under pressure. • Ability to adapt customer service to recognise the different needs and expectations of diverse groups of customers. • Flexibility and a positive attitude to change. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ 	
Additional Requirements					
<ul style="list-style-type: none"> • Able to present a capable, professional image of the University at all times. • Aspects of this role are non-sedentary and may require the ability to lift and carry. 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ 	

Key: A/F - Application form, I - Interview, T - Test