



## 1 Advertisement

**Post Title:** Telephone Receptionist/Administrator

**School/department:** IT Services

**Hours:** Full time

Requests for flexible working options will be considered (subject to business need).

**Contract** Permanent

**Reference:** 20490

**Salary:** starting at £22,630 to £23,662 per annum

**Placed on:** 2<sup>nd</sup> May 2023

**Closing date:** 23<sup>rd</sup> May 2023, Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** As soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

We are seeking an Telephone Receptionist/Administrator to join our team and play a crucial role in delivering a professional and courteous operation to the University's main telephone function.

In this varied and interesting role, with no two days being the same, you will be responsible for handling incoming calls to the University whilst providing callers with a first class customer service experience. You will also be responsible for undertaking a range of administrative work, including keeping up to date records and call systems and liaising with a wide variety of university staff and external individuals. You will act as first point of contact for students, staff and visitors, responding to general enquiries and seek guidance on interpreting university and external regulations as appropriate.

Your effective communication and customer service skills will be invaluable for providing a professional and courteous service and you will require the ability to stay calm, be understanding and compassionate as being the first point of contact you will experience all types of calls. You must have problem-solving abilities, an attention to detail and the ability to manage your own workload.

This is a full time, permanent role and in return, we offer a hybrid approach to working that encourages partial home working, together with an attractive pension scheme, a life assurance scheme and a generous annual leave allowance coupled with bank holidays and University closure days. We also offer discounted gym membership, cycle to work schemes and an attractive campus to work on.

For more information please contact Michelle Richardson at [michelle.richardson@sussex.ac.uk](mailto:michelle.richardson@sussex.ac.uk)

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

### **3. Job Description**

Job Description for the post of: Assistant Switchboard Administrator

<b>Department:</b>	Operations
<b>Section/Unit/School:</b>	IT Services
<b>Location:</b>	Shawcross, University of Sussex
<b>Grade:</b>	3
<b>Responsible to:</b>	Switchboard Operator Team Leader
<b>Responsible for:</b>	n/a

#### **PRINCIPAL ACCOUNTABILITIES**

1. Provide a friendly and professional reception service to students, faculty and visitors
2. Provide administration support to maintain the successful delivery of the services or processes for IT Services.
3. Within clear parameters to take responsibility for specific projects or areas of work.
4. Provide support to team colleagues who are required to provide quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

#### **KEY RESPONSIBILITIES**

- Working as part of a team, act as first point of contact for students, staff and visitors. Respond to general enquiries seeking guidance on interpreting university and external regulations as appropriate, referring to others as appropriate more complex issues or ones that are outside of normal practice.
- As directed assist in producing and maintaining a number of sources of information on the website and in publications
- Follow administrative procedures, write new office procedures and set up new office systems
- Collate and circulate appropriate data. Create and maintain spreadsheets and other data tables
- Support colleagues when required to assist, maintain, publish, and disseminate information and appropriate communications to ensure services and process are understood, utilised and applied
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

#### **Dimensions**

- This role does not have any budget responsibility.

- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.
- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

#### **4. Person Specification**

##### **ESSENTIAL CRITERIA**

1. Good secondary education
2. With guidance, effective organisational skills to organise own workload and priorities.
3. Effective oral skills to work with colleagues and customers providing information and responding to questions and queries. Effective written and verbal communications to be able to respond appropriately to requests for information.
4. Ability to work flexibly within a small team.
5. Competent IT skills to effectively manage own workload – MS Suite.

##### **DESIRABLE CRITERIA**

1. One years' experience in a similar role.
2. One years' experience working in a university or similar environment.
3. Experience of working in a telephony environment
4. Previous experience of collating reports from reporting software