



Advert

Post Title: Telephone Receptionist/Administrator

Division: IT Services

Hours: Full time or part time hours considered up to a maximum of 1 FTE / full time is 36.5 hours. Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21661

Salary: Starting at £23,144 to £24,248 per annum, pro rata if part time

Placed on: 29 September 2023

Closing date: 13 October 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

About the role

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.

About you

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.

About our Division

Led by our Chief Digital Transformation Officer and his Leadership team, we are now embarking on an ambitious programme of change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. This University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to

work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme - 12% total Pension Scheme(grades 1-6)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Michelle Richardson on michelle.richardson@sussex.ac.uk for informal enquiries

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.

Please note: The University requires that work undertaken for the University is performed from the UK.

1. Job Description and Person Specification

Job Description for the post of: ■ Assistant Switchboard Administrator

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

PRINCIPAL ACCOUNTABILITIES

Provide a friendly and professional reception service to students, faculty and visitors

Provide administration support to maintain the successful delivery of the services or

processes for IT Services.

Within clear parameters to take responsibility for specific projects or areas of work.

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, utilized 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.

2. 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 manager own workload – MS Suite.

DESIRABLE CRITERIA

6. One years' experience in a similar role.
7. One years' experience working in a university or similar environment.
8. Experience of working in a telephony environment
9. Previous experience of collating reports from reporting software