UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Telephonist
Department: Telecoms - IT Services
Hours: Part time hours considered up to a maximum of 21.9 hours per week (Wednesday to Friday)
Contract: Permanent
Reference: 3149
Salary: Grade 3, starting at £19,133 and rising to £21,236 per annum, pro rata (£11,479 and rising to £12,741 per annum, actual pro rata)
Placed on: 31 January 2020
Closing date: 21 February 2020
Expected Interview date: W/C 24th February 2020
Expected start date: ASAP

This role works as part of a team operating the main switchboard between the hours of 09.00 and 17.30, Monday to Friday, and is often the first and main point of contact for the University, dealing with a wide range of enquiries. The role holder will operate the University’s main switchboard consoles, call logging and voicemail systems.

The role-holder should have excellent communication skills and be capable of dealing with a broad range of people including internal staff and students, visitors, research participants and callers from national and international institutions.

The post holder is required to have good IT skills to operate the computer based switchboard.

Additional responsibilities include:

- Updating the University’s central telephone directory
- Assisting with the setting up of voicemail extensions
- Assisting with updating the records associated with the telecommunications equipment

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 (ITS) delivers a wide range of central and specialist Technology and Information Services to users across its Campus and beyond. It comprises 4 main teams delivering these services through a developing service management delivery model: **Technology and Architecture**, ensuring the underpinning technologies, policies and standards are secure, up to date and that plans to replace, upgrade and improve technologies and systems are aligned and prioritised around the University's strategic plans and objectives. **Operations and Research**, work across the research, teaching, professional services and student communities to create strategies and plans, ensuring outstanding service provision across the day-to-day operational activity of ITS. **Project Portfolio**, provides management and delivery of projects and major change programmes, and provides assurance through a central IT Project Management Office (PMO). **Business Relations**, transforming the relationship between ITS and its stakeholders helping meet its ambition of being a globally recognised leader in the use of digital technologies in education, research, student services and university administration.

3. Job Description

UNIVERSITY OF SUSSEX

Job Description for the post of: Telephonist

Department Telecoms
Division IT Services
Location Sussex House
Grade 3
Responsible to Telecoms Supervisor

Purpose of the post:

To maintain the professional and courteous operation of the University’s main switchboard consoles.

Key Responsibilities:

1. Ensure switchboard is operated 09:00 until 17:30, Monday to Friday
2. Answer calls for the University, SPRU, IES, IDS and internal extensions
3. Deal with any distressed/urgent calls when receiving no reply from departments especially after 17:00 when some departments have closed
4. Answer Internal Directory Enquiry calls during switchboard opening hours
5. Respond to and deal with any e-mail enquiries to the telephone exchange
6. Deal with any fault enquiries and escalate to supervisor
Monitor and escalate any alarms in the equipment room to the supervisor in his/her absence

Collate, via e-mail, (telephone exchange) work information for the telephone engineer

Liaise with the telephone engineer re any faults/moves/changes

Manage financial records for the monthly telephone costings and liaise with the finance department

Activate single user voice mail for internal extensions and e-mail instructions

Record any holiday/closure announcement for activation

Responsible for database directory re amendments/edits and any departmental moves and changes

Create and amend departmental directory for switch room use only

Update separate database with extension information once engineer’s work is complete

Manage and update the call logger database for daily and monthly call reports plus monthly call charging

Monitor telephone handsets and advise supervisor re requirements and also to return used handsets as and when

Taking bookings for the conference handset

Liaise with security re any emergency extension locations

Redirect or advise callers that departments are closed for meetings etc.

Order stationery as and when required in the office

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

4. Person Specification

SKILLS / ABILITIES

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Polite telephone manner</td>
<td>Yes</td>
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<tr>
<td>Switchboard experience</td>
<td>Yes</td>
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KNOWLEDGE

<table>
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<th>Desirable</th>
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<tbody>
<tr>
<td>ISDX screen based consoles</td>
<td>Yes</td>
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<tr>
<td>Tiger voicemail</td>
<td>Yes</td>
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QUALIFICATIONS

<table>
<thead>
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<tr>
<td>Basic computer qualifications</td>
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PERSONAL ATTRIBUTES AND CIRCUMSTANCES

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Punctuality</td>
<td>Yes</td>
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Date: Jan 2020