ADVERTISEMENT

Post Title: Reception Coordinator
School/department: University of Sussex Business School
Hours: Full time or part time hours considered up to a 36.5 hours per week
Request for flexible working options will be considered (subject to business need).
Contract: Permanent
Salary: Starting at £23,144 to £26,396, pro rata if part time
Placed on: 29 November 2022
Closing date: 02 January 2023. Applications must be received by midnight of the closing date.
Expected Interview date: TBC
Expected start date: TBC

We are seeking to appoint a, well-organised and enthusiastic individual to work as a member of a busy School Reception Team. The post-holder will be an excellent communicator with the ability to deliver a high level of customer service to a diverse and international clientele.

The post is part of the Reception Team within the School and would involve providing excellent customer service in a front-line position dealing with personal callers to Reception face-to-face, handling telephone enquiries, and responding to enquiries by email to the School's main Inbox.

The role will also involve a number of specific administrative areas of responsibility, such as raising and following up purchase orders, fault reporting, organising travel and shipments for senior members of staff, and running and analysing web reports.

The successful applicant will be confident, with the ability to assess, prioritise and sometimes delegate a varied administrative workload.

Experience of working in a busy, occasionally pressurised, customer-facing environment is desirable and a strong commitment to consistently delivering the highest possible standard of service is expected. The appointed post holder will have the ability to show initiative, flexibility and be able to communicate effectively, both orally and in writing.

Please contact Laura Silk (Senior Reception Coordinator) l.r.l.silk@sussex.ac.uk
01273 876867 for informal enquiries.

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

Please find further information regarding the school/division at: https://www.sussex.ac.uk/business-school/

JOB DESCRIPTION

Job Title: Reception Coordinator

Grade: 4

Department: Professional Services

School/Division: University of Sussex Business School

Location: Business School Reception, Jubilee Building, G08, School Office

Responsible to: Senior Reception Coordinator (Laura Silk)

Responsible for: N/A

PRINCIPAL ACCOUNTABILITIES

The primary purpose is to provide professional customer service to callers to the Jubilee Building, including staff, students and visitors, whilst respecting diversity and equal opportunities. You will do this by demonstrating the following.

1. To act as a first point of contact for the school, acting at all times in a welcoming and professional manner, respecting both diversity and equal opportunity.

2. To provide a positive first impression in terms of self, School and University.

3. To deal effectively and efficiently with a wide range of enquiries from staff, students and visitors, providing advice and guidance as appropriate.

4. To carry out a range of administrative and other support duties, as directed.

5. To act efficiently when under pressure using initiative and common sense to resolve enquiries and situations.

6. To maintain the School's presentation to others by ensuring public areas are neat and tidy and reporting issues appropriately.

7. To contribute in developing a strong sense of teamwork with colleagues.

KEY RESPONSIBILITIES

1. Responding to visitor, student and staff enquiries face-to-face, by email and by telephone
• Provide consistently high level customer service to a diverse and international clientele.
• Handle enquiries in a courteous and professional manner.
• Answer enquiries, signposting to appropriate services and working with the wider School team to provide accurate information to visitors and university staff and students.
• Process the submissions of student assessments to the School Office.
• Respond to email enquiries received through the shared email account.
• Deal directly with difficult situations - which would include complaints and distressed students and to have the ability to resolve them in a professional and understanding manner.

2. Establish and/or maintain appropriate systems for monitoring administrative tasks:

• Maintaining and updating tracking documents for works-in-progress, equipment hire, etc.
• Provide, on request, letters of academic reference and proof of study letters for students.
• Raise Purchase Orders (POs) and process invoices. Keep track of POs and invoices and monitor the budget line, flagging issues to the School Administrator and the School Manager.
• Reconciling payments and assist the university finance department with any queries.
• Distribution of post and documentation, and maintenance of pigeon holes, and noticeboards.
• Create and manage room bookings, and organising catering and staff travel.
• Ensure reminders of all-school events are emailed to all staff.
• Actively assist in producing new procedures, updating the Reception manual and assist with induction of new Reception Coordinators.

3. Actively monitor and contribute to the maintenance of the Jubilee Building

• Ensure the daily building check is carried out and any faults reported to Sussex Estates and Facilities and recorded on the ‘Works Happening’ spreadsheet.
• Maintain signage and update posters in the Jubilee Building.
• Ensure that the Reception area and atrium are professionally presented at all times.
• Assist with the coordination all room moves within the building, including for new starters.
• Potentially take on support roles around health and safety, such as Fire Warden, or First Aid Officer.

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.

This role does not have any budget responsibility.

This role does not have any line management responsibility.

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.
To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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.

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

1. Good secondary education.

2. Effective planning and organisational skills to organise own workload and priorities.

3. Ability to work flexibly within a small team and on own initiative.

ESSENTIAL CRITERIA

1. Ability to work proactively and reactively in order to monitor, prioritise and delegate a broad workflow.

2. Well-developed administrative and organisational skills.

3. Effective oral and written communication skills to work with colleagues and contacts, providing accurate information and responding to questions and queries in a timely and professional manner.

4. Ability to prioritise workload and the ability to work effectively to deadlines while under pressure.

5. Excellent communicator, especially when communicating with diverse and international clientele, with the ability to communicate effectively by telephone and email.

6. Competent IT skills including using databases and spreadsheets.

7. Experience working in a customer-facing role, with a diverse clientele.

8. Experience of execution of varied administrative tasks, e.g student letters of reference, Purchase orders, invoicing, reporting and recording

9. Comfortable working in a busy and constantly customer-facing environment

10. Approachable, professional, calm and discreet

11. Strong commitment to consistently delivering the highest possible standard of service

DESIRABLE CRITERIA

1. Knowledge and understanding of HE course structures.

2. Knowledge and understanding of HE academic processes/calendar.