



Post Title: Reception Coordinator

School/department: University of Sussex Business School

Hours: Part time hours considered up to a maximum of 0.6 FTE. Requests for flexible working options will be considered (subject to business need). 22.5 Hours per week, Monday to Wednesday 9am – 5pm. (Possibility to be flexible on days)

Contract: Fixed term Maternity Cover until January 2023

Reference: 7397

Salary: starting at £22,254 to £25,627 per annum, pro rata if part time

Placed on: 20 December 2021

Closing date: 01 February 2022. Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: 14 February 2022

We are seeking to appoint an experienced, well-organised Reception Coordinator to work as 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 applicants will be confident and competent coordinators 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 essential and a strong commitment to consistently delivering the highest possible standard of service is expected. The appointed post holders will have the ability to show initiative, flexibility and be able to communicate effectively, both orally and in writing.

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

Please ensure you evidence against all the criteria in the Person Specification on the “Additional information in support of your application” page of your application form.

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

2. The School / Division

The University of Sussex Business School is a unique research-focused business school, which takes a strong policy-directed view on business practices, while also developing the underlying core disciplines. The School is exceptionally well placed to provide leadership in the development and dissemination of sustainable business and management practice, informed by sound economic logic.

Teaching and research The University of Sussex Business School includes the following five departments: SPRU (Science and Technology Policy Research), Economics, Accounting & Finance, Management, and Strategy and Marketing. The University of Sussex Business School was rated as one of the best universities in the country to study economics in the 2008 National Student Survey, with 100 per cent of economics research rated as internationally recognised or higher, and 60 per cent rated as internationally excellent or higher. With such excellent foundations The University of Sussex Business School offers something distinctive and special to the future of business and management research and education in the UK and beyond.

For further information please see the following:

<https://www.sussex.ac.uk/business-school/>

3. Job Description

Job Description for the post of Reception Coordinator

Department: University of Sussex Business School

Section/Unit/School: Business School, Jubilee Building

Location: G08

Grade: 4

Responsible to: Senior Reception Coordinator

Responsible for: N/A

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

- 1.1 Provide consistently high level customer service to a diverse and international clientele.
- 1.2 Handle enquiries in a courteous and professional manner.
- 1.3 Answer enquiries, signposting to appropriate services and working with the wider School team to provide accurate information to visitors and university staff and students.
- 1.4 Process the submissions of student assessments to the School Office.
- 1.5 Respond to email enquires received through the shared email account.
- 1.6 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:

- 2.1 Maintaining and updating tracking documents for works-in-progress, equipment hire, etc.
- 2.2 Provide, on request, letters of academic reference and proof of study letters for students.
- 2.3 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.
- 2.4 Reconciling payments and assist the university finance department with any queries.
- 2.5 Distribution of post and documentation, and maintenance of pigeon holes, and noticeboards.
- 2.6 Create and manage room bookings, and organising catering and staff travel.
- 2.7 Ensure reminders of all-school events are emailed to all staff.
- 2.8 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

- 3.1 Ensure the daily building check is carried out and any faults reported to Sussex Estates and Facilities and recorded on the 'Works Happening' spreadsheet.
- 3.2 Maintain signage and update posters in the Jubilee Building.
- 3.3 Ensure that the Reception area and atrium are professionally presented at all times.
- 3.4 Assist with the coordination all room moves within the building, including for new starters.
- 3.5 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.

4. Person Specification

SKILLS / COMPETENCIES

	Essential	Desirable
Ability to work proactively and reactively in order to monitor, prioritise and delegate a broad workflow.	x	
Well-developed administrative and organisational skills.	x	
Ability to prioritise workload and the ability to work effectively to deadlines while under pressure	x	
Excellent communicator, especially when communicating with diverse and international clientele, with the ability to communicate effectively by telephone and email.	x	

KNOWLEDGE

Essential Desirable

Competent IT skills including using databases and spreadsheets.	x	
Knowledge and understanding of HE course structures.		x
Knowledge and understanding of HE academic processes/calendar.		x

EXPERIENCE

	Essential	Desirable
Experience of working in a customer-facing role, with a diverse clientele.	x	
Experience of execution of varied administrative tasks, e.g. student letters of reference, Purchase Orders, invoicing, reporting and recording	x	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Comfortable working in a busy and constantly customer-facing environment	x	
Approachable, professional, calm and discreet	x	
Flexible, resilient and ability to problem solve	x	
Helpful, cooperative and sensitive to the needs and feelings of others	x	
Reliable, honest and committed to maintaining confidentiality and sensitivity	x	
Able to manage and refer enquiries effectively, interpreting and responding to requests appropriately	x	
Strong commitment to consistently delivering the highest possible standard of service	x	

