

Post Details		Last Updated: 22/10/2019	
Faculty/Administrative/Service Department	Faculty of Arts and Social Sciences		
Job Title	Receptionist/Administrator		
Job Family	Professional Services	Job Level	1b
Responsible to	Buildings and Facilities Coordinator		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
To provide full and comprehensive professional reception service to FASS. To be the first point of contact for visitors, staff and students and ensure that all are received in a welcoming and efficient manner. The post holder will also undertake some specific responsibilities listed below.			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<ol style="list-style-type: none"> 1. Dealing with general enquiries by post, email, phone and in person and ensure necessary follow up actions are taken as appropriate. Receive deliveries, sort mail and liaise with couriers as required. 2. As a major building on the campus it is vital for the post holder to keep up to date with internal changes and university events so that they can maintain an awareness of all activities and with a good working knowledge of the university can advise visitors/students accordingly. 3. Report to maintenance, faults to rectify 4. Monitor and order stationary supplies as well as ensuring the staffrooms and kitchens within the MS building are tidy. Periodically monitoring the larger store rooms and sorting out student post rooms. 5. General administration to Facilities team and faculty and the Health and Safety Manager. 6. Act as Fire Warden for the MS building (training will be given) 7. Monitor and maintain First Aid boxes 8. The post holder will also be a telephone representative for the faculty (training will be given) 9. Take responsibility for lost property, updating the database in line with University policy. 10. Support events and other FASS operational activities as reasonably required by the faculty. <p>N.B. The above list is not exhaustive.</p>			
All staff are expected to:			
<ul style="list-style-type: none"> • Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. • Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. • Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. • Undertake such other duties within the scope of the post as may be requested by your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times. Help maintain a safe working environment by: • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

Planning and Organising

The post holder will be expected to ensure that they are fully aware of activities taking place so that they can ensure that they are well informed to advise those making enquiries. They will also be required to undertake minor projects assigned by the Faculty co-ordinator/manager and should be prepared to work in a proactive and independent manner and prioritise workload

Problem Solving and Decision Making

The post holder will be required to come up with solutions to routine day-to-day problems where they have either seen the problem before or have received significant guidance on how the issue might be addressed. More complex problems will be referred to the Faculty Coordinator. Decision making will involve making judgments on which areas require tidying or cleaning and ensuring appropriate procedures are followed. The post holder will be expected to build up a good level of knowledge of staff, processes and events in order to direct enquiries to the relevant people.

Continuous Improvement

The post holder will be expected to ensure the MS foyer area is kept clean and tidy and welcoming; the post holder will be encouraged to provide feedback on how to improve their areas of responsibility.

Accountability

The post holder would not be supervised throughout the day; they would follow an agreed set of procedures for dealing with enquiries and problems although the post holder would be able to refer to their line manager and colleagues across the Operations team for guidance and advice. The role is public facing and the post holder is representing both FASS and the University as a whole and must ensure issues are dealt with efficiently and with courtesy.

Dimensions of the role

The post holder will be dealing with enquiries from students, as well as staff and visitors to the building, with some general University enquiries and some specifically related to FASS. There are no supervisory responsibilities with this role

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

GCSE English (Grade C or above) or equivalent

E

Relevant vocational experience

D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

Level 13

Ability to enjoy working in a lively, people focussed environment

E

1

Excellent interpersonal and customer service skills

E

1

Familiarity with Microsoft software including Word and Outlook

E

2

Ability to prioritise workloads and meet deadlines	E	1
Willingness to learn new systems and software e.g. AGRESSO	E	1
Well organised with a methodical approach to work	E	1
Ability to maintain a helpful manner and professional standards in all situations	E	2
Good level of accuracy and attention to detail	E	1
Effective communication skills both written and verbal	E	1
Special Requirements:		Essential/ Desirable
Ability to work within and interpret University policy and procedure		E
Willingness to undertake training and personal development as appropriate		E
To provide annual leave cover for the job share role if possible.		D
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		1
Adaptability / Flexibility		1

Customer/Client service and support	2
Planning and Organising	1
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Managing and Developing Performance	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

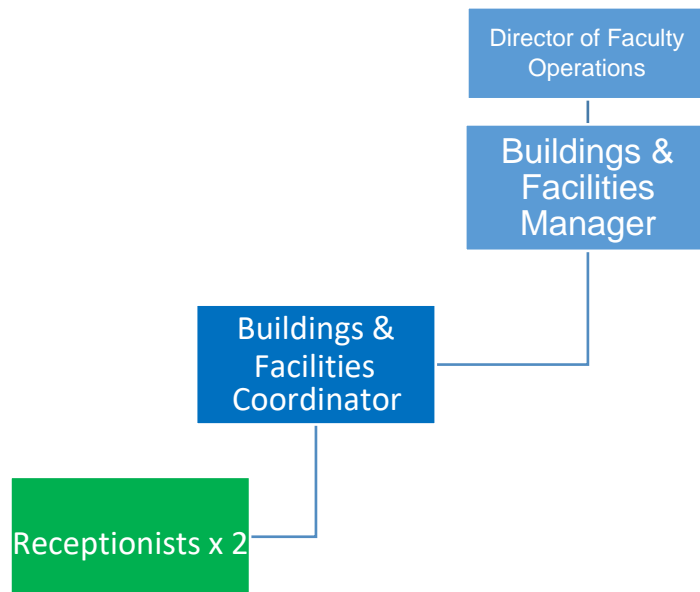
Background Information

The University of Surrey is a global university with a world-class research profile and an enterprising spirit. Inventive and forward-thinking, its heritage shows a recurring theme of going its own way, doing things differently – and achieving notable results. The University of Surrey has performed exceptionally in all major league tables for UK universities in the past year. We were incredibly proud to have been named University of the Year by *The Times* and *Sunday Times* Good University Guide 2016. We are in fourth place in *The Guardian* University Guide for 2017 and 11th in the Complete University Guide 2017. In this year's Student Experience Survey, compiled by Times Higher Education (THE), the University of Surrey was ranked fifth nationally.

The Faculty of Arts and Social Sciences (FASS) comprises the Schools of Economics, English and Languages, GSA, Hospitality and Tourism, Law, Surrey Business School and the Departments of Music and Media, Politics and Sociology. The Faculty provides internationally recognised undergraduate and post graduate degrees as well as doctoral research degree programmes. FASS estate spans from the Rik Medlik Building to Guildford School of Acting. This is currently all or part of ten buildings. There is approximately 500 staff accommodated in these buildings and a large student number, which can fluctuate throughout a day. The faculty has the largest lecture theatre available on the campus and a working arts theatre. The Faculty also covers the Surrey International Institute –DUFE, our campus in China.

The receptionist/administrator will be based in the Rik Medlik Building. The post holder will deal with a diverse academic staff and a wide range of support staff, within the Faculty (spread over a number of buildings and a wide area of the campus) and across the university, in particular ,Estates &Facilities, Stores ,Security, Events Teams, Couriers.

Department Structure Chart



Relationships Internal

Administrators across the faculty

Security, Estates and Facilities, Logistics staff.

Events Departments

Students and Staff

External

Visitors– fielding queries

Couriers