



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Receptionist, Student Counselling and Wellbeing



**Salary: Grade 3 (£17,079 - £18,688 p.a.)**

**Reference: SESSO1104**

**Fixed term until June 2021 due to funding**

**We will consider flexible working arrangements**

## **Receptionist**

### **Student Counselling and Wellbeing, Student Education Service**

**Are you customer focussed and excited about delivering an outstanding service to our staff and students? Do you have general reception and administrative experience, in addition to exceptional organisational skills? Do you want to join a multi-disciplinary team delivering a vital service across a University campus?**

The University is committed to delivering excellent and inspirational learning and teaching, research degree supervision and an exceptional student experience to all those who can benefit. The Student Education Service has been established, which brings colleagues from central teams together with colleagues from faculties and schools into a single integrated service.

As part of the Student Operations Directorate within the Student Education Service, the Student Counselling and Wellbeing Service provides a wide range of excellent and innovative support to help students manage psychological and emotional issues whilst at University.

Working on the front of house reception in this busy and varied role, you will be the first point of contact for students, visitors and contractors communicating effectively with them face to face, over the telephone and by email. You will be responsible for booking appointments and providing administrative support across the team. You will manage all aspects of data, in paper form and inputting into various systems.

You will need excellent communication and interpersonal skills and be able to handle clients confidently. You will be able to work effectively on your own initiative but also as part of a wider team, demonstrating an adaptable and flexible approach particularly during busy times. You will also have excellent IT skills and be competent in using Microsoft Word, Outlook and Excel.

Confidentiality is essential in relation to service policy. You may have to deal with distressed students, as well as concerned parents and staff, and your role will be to provide a first point of contact ensuring that they are signposted to the appropriate help, in an empathetic and supporting manner.



## What does the role entail?

As a Receptionist your main duties will include:

- Providing a courteous and helpful front-line service to students and all other visitors, responding to or redirecting queries in a prompt and professional manner;
- Dealing with personal, email and telephone enquiries by providing relevant information in a confidential and compassionate manner;
- Processing incoming service self-referral forms;
- Managing staff Outlook Calendars;
- Ensuring that the enquiry and reception activities are conducted with the utmost confidentiality and within the rules of GDPR, and that safeguards are maintained to protect this;
- Liaising with all Student Counselling and Wellbeing staff, including processing intra-service referrals;
- Uploading, processing and collation of service and student data into a CRM and Master database;
- Ensuring that the reception area is clean and tidy at all times and presented to a high standard;
- Reporting maintenance tasks and repairs for the building and following up;
- Ordering stationery (Science Warehouse) and ensuring its delivery and Goods Receipting;
- Being aware of health and safety issues and to taking reasonable precautions to ensure the health and safety of yourself and other persons, at all times.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Receptionist you will have:

- Good interpersonal and communication skills, including experience of handling a varied clientele, and sensitivity to students' needs;
- Good planning, organisation and administrative skills, including the ability to prioritise effectively in a fast-paced work environment;
- High level of attention to detail in all aspects of work;



- The ability to work in a confidential setting and to recognise and maintain appropriate boundaries;
- Good IT skills, with a working knowledge of using Microsoft Word, Outlook and Excel;
- The ability to work effectively on own initiative or as part of a team;
- The ability to work with a wide range of people and to work flexibly as part of a team;
- To undertake any other reasonable duties as required by the Service Coordinator.

You may also have:

- Experience in an administrative role in an educational/healthcare office setting.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Eloise Barik, Service Coordinator**

Tel: +44 (0)113 343 0890

Email: [e.barik@leeds.ac.uk](mailto:e.barik@leeds.ac.uk)

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.



### **Candidates with disabilities**

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

### **Criminal record information**

#### **Rehabilitation of Offenders Act 1974**

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

