



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Receptionist, Faculty of Social Sciences



Salary: Grade 3 (£17,682– £19,133 p.a. pro-rata)

Reference: ESLED1067

Closing date: 23 October 2019

University term time only, part time, 27.5 hours per week (5.5 hours per day)

Working hours Monday – Friday 9.45am to 3.15pm

Fixed-term until 30 June 2020

Receptionist

School of Education, Faculty of Social Sciences

Do you have excellent communication and interpersonal skills? Do you have previous experience in a customer oriented role and interested in working with a wide range of people?

This is a front-desk function representing the School of Education. You will provide a first point of contact for students, staff and visitors. You will work with the School's business team.

With a professional and welcoming customer-oriented approach and an excellent telephone manner your role will be to communicate effectively with a wide range of people. Good IT skills, with the ability to use the Microsoft Office suite (Word, Outlook, Excel) are also essential to the role.

What does the role entail?

As a Receptionist your main duties will include:

- Providing a first point of contact for all students, staff and visitors to the School of Education. To respond to telephone and email enquires in a polite and helpful manner directing calls as necessary to the correct office. Dealing with general enquiries using your knowledge of the School;
- Co-ordinating visitor car parking, ensuring appropriate authorised parking and liaison with staff regarding requests;
- Greeting and directing visitors, students, staff and contractors to offices and teaching rooms as appropriate;
- Co-ordinating key and fob control for staff and visitors in liaison with the School Management Co-ordinator, involving accurate checking of ID and issuing keys as necessary within the School of Education;
- Acting as Fire Warden, including undertaking appropriate training, fire alarm system testing system, accurately checking equipment and taking part in evacuations or drills;
- Raising Purchase Orders using the on-line purchasing systems on behalf of academic staff and administrative colleagues;
- Managing the School's room booking systems for local meeting rooms;
- Managing stationery checking and timely ordering for the School;



- Managing the loaning out of AV equipment to academic staff and students, using spreadsheets to monitor equipment location and usage;
- Maintaining the School's equipment inventory;
- Maintaining the reception area, ensuring a professional and welcoming look and ensuring that displayed information, both literature and plasma screen is up-to-date.

What will you bring to the role?

As a Receptionist, you will have:

- Previous experience of working in a customer-orientated role;
- Excellent communications and interpersonal skills, including confident and tactful approach;
- Good organisation skills with the ability to respond to multiple demands;
- Ability to use own initiative and without close supervision;
- Good IT skills, including word processing, spreadsheets, databases, and email, preferably with Microsoft Office;
- Ability to work effectively as a member of a team;
- Ability to work to a high level of accuracy and attention to detail;
- Flexible and adaptable approach to work;
- Willingness to develop skills relevant to the job.

You may also have:

- Previous experience of working in a Higher Education environment or large complex organisation;
- Previous experience of a front desk receptionist role.

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:

Marie Fordham, School Business and Partnerships Manager

Tel: +44 (0)113 343 4604

Email: m.fordham@leeds.ac.uk

Additional information

Find out more about the [Faculty of Social Sciences](#) and the [School of Education](#).

Find out more about our [Research and associated facilities](#).

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.

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 in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

