



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Receptionist, Leeds University Business School



Salary: Grade 3 (£17,079 – £18,688 p.a. pro rata)

Reference: LUBSC1438

Closing date: 21 October 2019

Part time, 14 hours per week (Thursday and Fridays)

Previous applicants need not reapply

Receptionist

Leeds University Business School

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

This is a front-desk function representing the Business School. You will provide a first point of contact for students, staff and visitors. Maintaining information on events and bookings, you will work within a small team including a Facilities Manager and Faculty Facilities Assistant.

With a professional, customer-oriented approach and an excellent telephone manner, you should be able 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.

The hours of work are Thursday and Friday, 9.00 a.m. to 5.00 p.m.

Previous applicants need not reapply.

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 Business School. To respond to telephone 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 and courses;
- Co-ordinating visitor car parking, ensuring appropriate authorised parking and issuing of visitor passes and liaison with staff regarding requests;
- Greeting and directing visitors, students, staff and contractors to offices and teaching rooms as appropriate;
- Co-ordinating key control, involving accurate checking of ID and issuing keys as necessary within the Business School;
- Maintaining the reception areas, ensuring a professional and welcoming look and ensuring that displayed information, both literature and digital display is up to date;



- Supporting the Reprographics Clerk and undertaking occasional photocopying duties in their absence;
- Taking on Fire Warden responsibilities, including appropriate training to be able to accurately check equipment and take part in all evacuations or drills.

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:

- 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:

Tamsin Barrow, Faculty Facilities Manager

Tel: +44 (0)113 344 4501

Email: t.barrow@leeds.ac.uk

Additional information

Find out more about [Leeds University Business School](#)

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.

