



**Faculty of Performance, Visual Arts and Communications  
Faculty Student Education Service**

**Reception Assistant**

**Start Date: Monday 3 August 2015**

Based in the School of Design, you will provide a high quality reception service to visitors, staff and students, with due attention to good customer care practices. You must possess excellent people skills and be a friendly, approachable person with an empathic approach.

You will receive and process a range of deliveries to the School, provide general support for reception-based communications, and assist office colleagues as required in a range of student-related processes.

You will be educated to GCSE level with passes at Grade C or above, or equivalent, in English Language and Maths. You will have excellent people skills and good IT skills including word processing, spreadsheets, email and internet use, preferably with Microsoft tools. Training in procedures and systems will be provided as appropriate.

**University Grade 3 (£15,765 - £17,528 p.a.)**

**Informal enquiries may be made to Judith Simpson via email to:**  
[j.m.simpson@leeds.ac.uk](mailto:j.m.simpson@leeds.ac.uk) / or by telephone to 0113 343 3749

**Closing Date: 18 June 2015**

**Ref: PVSOF1002**

**Click here for further information about working at the University of Leeds**  
[www.leeds.ac.uk/info/20025/university\\_jobs](http://www.leeds.ac.uk/info/20025/university_jobs)

## **Job Description**

**Reporting to:** School Education Service Manager  
School General Manager

**Responsible to:** Faculty Education Service Manager

## **Main Responsibilities**

- Answer general enquiries from students, staff and visitors at the reception desk, including providing directions and forms.
- Answer straightforward telephone and email enquiries and refer more complex enquiries to others as appropriate.
- Maintain the reception area, ensuring a professional and welcoming look
- Maintain notice-boards ensuring that information is up-to-date.
- Receive and sort incoming and out-going post.
- Receive and sort incoming parcels, goods and materials and goods receipt items.
- Take responsibility for stationery supplies, monitoring levels and ordering as required.
- Maintain the key register and manage the process of distributing and logging in keys for School rooms and buildings.
- Provide general support to the student office including:
  - Chasing registers from teaching sessions and accurate input of data
  - Administering hard copy surveys (eg National Student Survey, and module evaluation questionnaires), processing as required
  - Dealing with hard copy forms
- Support general assessment processes including:
  - Supporting hand-in events, collecting student work and distributing to academic colleagues
  - Assist with the collection of examination scripts and distributing to academic colleagues
- Ensure that student files are kept up to date with documentation and correspondence
- Provide general support for events in the School, eg degree shows, open days etc
- Other general duties as required, according to priorities or fluctuations in workload

## **All staff are also expected to:**

- Meet with their Staff Reviewer/probationary mentor on a regular basis

- Take responsibility for acquiring skills necessary to undertake work/to further own personal development by attending suitable training courses provided by the Staff and Departmental Development Unit (SDDU) or elsewhere
- Be alert to risks and opportunities
  - By taking steps, where possible and appropriate, to minimise any adverse risks or maximise any opportunities
  - Report any significant risks or opportunities that become apparent
  - Be responsible for own safety and minimise risks of endangering safety of self or others
- Comply with University workplace policies, including Equality and Diversity
- Ensure confidentiality is maintained in line with relevant University policies and data protection legislation, acting with discretion when appropriate
- Undertake any other duties as may be required which are in line with the post
- Carry out the duties of their post in accordance with the University values of professionalism, inclusiveness, integrity and community supporting the core value of academic excellence

### **Career Expectations**

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

### **University Values**

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>.

## **Person Specification**

Letters after each criterion indicate the method of assessment which will be used during the selection stage: A = Application form, I = Interview

### **Essential**

- Educated to GCSE level with passes at Grade C or above, or equivalent, in English Language and Maths (A)
- Friendly and professional manner with an excellent customer service ethos, appropriate to a customer-focused environment (A, I)
- The ability to help reception visitors and signpost to appropriate support or information for their needs within the University (A, I)
- Good organisational skills with ability to complete tasks within agreed deadlines (A, I)
- Good verbal and written communication skills (A, I)
- Ability to work to a high level of accuracy and attention to detail (A, I)
- Excellent interpersonal and team working skills (A, I)
- Able to resolve straightforward problems, following guidelines and procedures (A, I)
- Excellent IT skills, including word processing, spreadsheets, email and internet use, preferably with Microsoft tools (A, I)
- Flexible and adaptable approach to work (A, I)
- Committed to ongoing staff development and training (A, I)

### **Desirable**

- Experience in a reception or people-facing role within an office environment (A)
- Experience using and updating databases (A)

## **Additional Information**

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at [www.leeds.ac.uk/hr](http://www.leeds.ac.uk/hr)

## **The Partnership**

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

## **Disclosure and Barring Service checks**

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## **Disabled Applicants**

The post is located in the Faculty of Performance, Visual Arts and Communications. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk) or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

**Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.**