



**Faculty of Environment
Institute for Transport Studies**

Institute Receptionist

Fixed term (36 months)

Job sharing arrangements can be considered

We are seeking an enthusiastic and highly organised person to undertake full reception duties for the Institute, based in our Departmental Support Office. You will have excellent communication and interpersonal skills, as well as a commitment to excellent customer service and team working.

You will provide front-line support for the Institute, handling general day-to-day enquiries in person, by telephone and email, greeting visitors, and undertaking a wide range of related office duties under the direction of the Resources Coordinator.

Educated to GCSE level or equivalent, you will be competent in the use of Microsoft Word and Outlook and have experience of using Excel and PowerPoint. You will have excellent organisation, prioritisation and workload management skills, as well as good attention to detail and experience of workplace systems and procedures.

This is a full-time role of 35 hours per week. The core working hours are 8.30am - 4.30pm Monday to Friday, but some flexibility may be required.

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

Informal enquiries may be made to Jennifer Cleaver, Resources Coordinator, tel +44 (0)113 343 5357, email j.cleaver@its.leeds.ac.uk or Robin Marsh, Resources Manager, tel +44 (0)113 343 5354, email r.g.marsh@its.leeds.ac.uk

Ref: ENVTR1022

**Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs**

Job Description

Responsible to: Institute Director

Reports to: Resources Coordinator

Main duties and responsibilities

- Provide the first point of contact for the Institute. Respond and resolve initial queries, direct more complex issues to relevant colleagues in a timely and effective manner
- Provide the point of contact for those arriving in person. Meet, greet, and direct staff, students and visitors
- Provide the main telephone contact for the Institute, forward calls to colleagues and advise callers
- Manage the general enquiries email account to resolve incoming requests, send holding replies, and forward items as appropriate
- Ensure that reception provides a consistently professional, responsive and efficient service, taking care to provide timely and effective updates to users
- Manage all incoming and outgoing post and deliveries. Receive and sort post on a daily basis, log and notify staff of items for collection. Process outgoing deliveries and liaise with Facilities Officer/Estates for larger items
- Provide front desk support to event co-ordinators (e.g. research, alumni, HR) as directed (e.g. host/direct candidates/guests, print/issue materials, help out on the day as required)
- As a departmental purchaser, use the University's purchasing systems (SIPR, Science Warehouse, purchase card) to place orders, liaise with suppliers, Faculty Finance/Purchasing and others to record receipt
- Oversee catering orders and inform event organisers on delivery. Clear catering after use and ensure return to catering suppliers. Manage the Institute's own supplies of crockery etc
- Maintain stocks of office consumables, including stationery, copier and headed paper, internal forms, tea/coffee/milk etc
- Prepare updates and news-based communications on a weekly basis for distribution, including updates of information displayed notice boards/display screens
- Maintain the professional appearance of reception, foyer, and social spaces including posters, noticeboards, promotional materials and general tidiness
- Provide support for the induction of new staff and visiting academics; explain general office/University procedures on request
- Provide ad-hoc secretarial support e.g format large documents and PowerPoint files, arrange meetings, book rooms etc

- Provide desk-based cover for the Resources Coordinator and other team members when required (e.g. schedule meetings, cover email and diary requests), thus ensuring continuity of departmental support
- Work proactively and collaboratively with colleagues across the organisation, to support the overall operation of the Institute
- Any other duties as may reasonably be required, consistent with the grade of the post

The Institute of Transport Studies is a green impact award holder, and expects all staff to go about their duties in a resource efficient way, minimising impacts to the environment wherever possible

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

Essential

- Educated to GCSE level or equivalent
- Experience of working in a busy and varied office environment
- Experience of delivering excellent customer service
- Experience of working in a role that requires attention to detail
- Demonstrable computer skills, specifically with excellent knowledge of Microsoft Word and Outlook, and a sound knowledge of PowerPoint and Excel
- Experience of organising (or supporting the organisation) of events
- Excellent organisational skills and the ability to cover a range of tasks and duties simultaneously, working to tight deadlines and high standards
- Ability and willingness to work proactively and methodically, using own initiative to prioritise and complete tasks promptly and effectively
- Ability to communicate effectively, with good writing and listening skills and a professional telephone manner
- Excellent interpersonal skills with the ability to work with, inform, and advise a wide range of people
- Ability to work co-operatively to deliver team objectives, and be flexible as to the task and duties undertaken
- Ability to respect confidentiality
- Interested in own self-development and a willingness to learn new skills

Desirable

- Experience of working in a Further/Higher Education environment
- Experience of using organisational purchasing systems (e.g University of Leeds SIPR, Science Warehouse and SAP software)

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

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.

Disabled Applicants

The post is located in the Institute for Transport Studies. 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 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.