

## **Receptionist - Vice Chancellor's Office - Grade D**

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### Job Description

#### **Purpose**

To provide a professional and confidential reception and administrative support service to the Vice Chancellor's Office. To work collaboratively with other Executive Assistants ensuring a seamless service throughout the Vice Chancellor's Office.

#### **Duties**

1. To act as the key welcome point to the Vice Chancellor's Office, providing a general reception service, greeting and liaising with visitors and providing hospitality.
2. To deal with enquiries from staff, students and external visitors in person, in a professional manner by telephone, teams and email. Using initiative to prioritise, field and respond to or refer queries and other communications.
3. To undertake general duties such as receipt and distribution of post, drafting of standard letters, operating photocopiers, external event bookings, venue/room/car parking/catering booking, arranging purchases/invoices and undertaking stationery/equipment orders.
4. Provide confidential administrative services including diary management, coordinating meetings, planning events, organising travel and supporting itineraries, correspondence and monitoring emails.
5. Processing of financial administration and travel expenditure, in line with the University's Financial Regulations.
6. Support the Executive Assistant in the organisation of high-profile events and visits on behalf of the Vice Chancellor's Office, liaising with other areas of the University.
7. Contribute as a team member within the Vice Chancellor's Office, ensuring the professional image of the office is maintained at all times.
8. To undertake any other duties commensurate with the post and grade as determined by the Executive Assistant to the Vice Chancellor or Executive Officer.

### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Prior experience of working in an office environment. (Application/Interview)
- Experience of providing and maintaining a high-quality customer service. (Application/Interview)
- Experience of organising, updating and maintaining accurate computerised records and files (Application/Interview)

- A range of GCSEs, including English Language and Maths at Grade C or above, or equivalent experiential learning (Application)
- Good Typing skills. (Application/Interview)
- Computer literate in a range of software packages including Microsoft Office, familiar with e-mail and use of internet (Application/Interview)
- Excellent organisational skills, including time management (Application/Interview)
- Excellent communication skills both verbal and written (Application/Interview)
- Confidence in dealing with people at all levels both internally and externally in a professional manner. (Application/Interview)
- Ability to multi-task and organise work to meet deadlines (Application/Interview)
- Ability to work alone or as a member of a team (Application/Interview)
- Well-motivated and capable of taking pro-active approach (Application/Interview)
- Ability to maintain a professional and tactful manner (Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in an environment with a high degree of customer contact (Application/Interview)
- Audio typing skills (Application/Interview)
- Experience with diary management (Application/Interview)