

Job Description



Job Title: Receptionist

Responsible to: Administration Coordinator

Hours of Work 10 – 20 hours per week (term-time only) to include:

Monday to Friday Reception lunch cover from 12pm – 1pm
or 1pm – 2pm in addition to other hours.

Plus holiday cover during non-term time period

Salary £7.90 per hour (£8.85 inclusive of holiday pay)

Purpose of the post: To deliver outstanding customer care through providing a professional and welcoming reception service to all enquiries and visitors to Students' Union, Royal Holloway University of London.

To assist the Administration Coordinator in the administration of the SSHH Bus service.

To assist in the provision of safe, clean office facilities at SURHUL.

The post-holder will be party to a significant amount of confidential information, so maintaining confidentiality and handling information sensitively is essential to the job.

Key Dates: **Application Closing Date:**
Sunday 13th March

Interviews:
16th and 17th March

Induction:
Week commencing 25th April

Start Date:
There will be a requirement to work some shifts during April and May for induction and training purposes. There may also be a requirement to provide holiday cover during the summer vacation if the post holder is staying in the local area. Shifts will start fully in September 2016.

KEY RESPONSIBILITIES

1. Reception Duties

- To provide a professional and welcoming central greeting point for all enquiries and visitors to Students' Union, Royal Holloway University of London.
- To deal with all telephone and email enquiries, effectively directing calls or taking messages as appropriate.
- To issue NUS Extra cards, bus passes, and railcards.
- To ensure the main entrance is kept well organised and welcoming.

2. General Administration

- To sort and distribute post efficiently.
- To accurately record and process lost property items.
- To carry out photocopying, filing and laminating where required.
- To log and follow up all maintenance requests and repairs with College Estates using the in house portal system.
- To administer and process all mini bus booking requests for clubs, societies and staff including external mini bus hire.

3. Finance

- To sell/issue all Students' Union memberships, keeping records of membership. Sell SSHH bus passes, stamps and other items as requested.
- To accurately record sales using the reception till and bank proceeds. To check & balance the float and maintain appropriate levels of change.

4. Health and Safety

- To ensure that the Union's Health and Safety Policy and related policies are adhered to at all times.
- To ensure the health and safety of students, staff and visitors is supported by Reception.

GENERAL DUTIES AND RESPONSIBILITIES:

The post-holder shall:

- Adhere to SURHUL's Equality and Diversity Policy and demonstrate commitment to the progression of such policy within SURHUL.
- Work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, and reporting safety hazards to the line manager (any significant hazards to be reported to the CEO).
- Attend meetings and training events as required.
- Comply with the Constitution, policies and procedures of SURHUL at all times.
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style across the departments and activities of SURHUL. This may involve undertaking duties in support of the activities and services of other departments, but will not involve relocation into other offices.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.

Person Specification

	Essential	Desirable
1. Education and Training		
A current student of Royal Holloway returning for a further year of study in September 2016/2017.	X	
2. Experience		
Experience of administrative work in a customer-oriented environment		X
3. Knowledge		
Proficient knowledge of I.T (MS office including Word, Excel, Powerpoint, Outlook)	X	
4. Skills and Abilities		
Excellent organisational skills	X	
Ability to manage multiple and conflicting tasks	X	
Ability to work to own initiative sometimes without supervision; identifying and prioritising tasks	X	
Good communication skills with a personable and professional approach	X	
Excellent telephone manner	X	
High regard for attention to detail, ensuring accuracy in all aspects of work	X	
5. Attitudes and personal style		
Values equality of opportunity and diversity	X	
Flexibility – able to work as part of a team with a flexible approach	X	
Ability to remain calm under pressure and maintain a high standard of work	X	
Resilience – a positive and determined role model who is resilient enough to cope with the various demands of the role	X	
6. Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. As part of any application, we're keen to hear about times you've demonstrated any of the following:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: expectations are high, and we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	