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**Job Description**

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| **Job title:** | **Student Living & Guest Experience Receptions Assistant** |
| **Department/School:** | **Campus Services** |
| **Grade:** | **3** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| The Receptions Assistant will be responsible for creating and maintaining a positive first point of contact for Students, Guests and visitors across all Campus Services receptions.  Under the direction of the Receptions Supervisor, the role will ensure the delivery of excellent customer care and smooth running of receptions for all students, staff, visitors and guests. |

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| **Source and nature of management provided** |
| The role is line managed by the Receptions Supervisor. |

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| **Staff management responsibility** |
| N/A |

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| **Career and Professional Development Activities** |
| From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. |

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| **Special conditions** |
| This role requires flexibility and availability to work across a variety of locations and hours. The receptions are open 7 days per week between 8am – 10pm, and this post will join into a 5 days over 7 rota. |

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| **Main duties and responsibilities** | |
| **1** | Work as part of the Student Living & guest Experience team ensuring a friendly, welcoming and consistently high standard of customer service is achieved and maintained for all staff, visitors and users. This will include:   * Dealing with general enquiries from Students, guests & visitors as the first point of contact (by phone, in-person, email and online). * To ‘check in’ and ‘check out’ Guests and resident Students following arrival and departure process, ensuring bedstock software is up to date at all times. * To prepare and issue room keys and registration documents for guest check in. * Regularly checking and responding to messages that arrive in shared mailboxes and TOPdesk * Building a strong knowledge of the University, including departmental structures and information systems, as well as City & Campus geography, in order to effectively respond to student, Guest, staff and visitor enquiries. * Acting as the main point of contact for staff and visitor car parking permit arrangements, responding to requests and undertaking associated administrative tasks. * Respond to feedback and complaints in an effective and appropriate fashion. |

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| **2** | Facilitate the student parcel collection service for those students living in University City accommodation. This will include:   * Receiving parcels from various couriers and recording receipt of the parcels on the relevant software. * Ensuring the parcels are stored securely until collection. * Acting as a collection point for the parcels and logging the collection on the software. * Arranging delivery of particularly heavy/large parcels to the students’ accommodation directly. |
| **3** | To assist the Receptions Supervisor with key checks/audits and control and security of keys and access cards for residences. This will also include issuing and returning keys and access cards. |
| **4** | Liaise effectively with the out-of-hours Security Receptions Team relating to security issues arising. This will include:   * Ensuring the effective daily transition from daytime Reception to out-of-hours security arrangements. * Assisting with the recording, managing and disposal of Lost/Found Property. * Recording & updating Emergency rooms for use by guests and students * Responding and recording overnight guests of resident students. |
| **5** | Managed by the Receptions Co-ordinator, support other Reception points as required, fulfilling a variety of reception and administrative duties. This may include (but not limited to) assisting with checking-in new students over arrivals weekend, covering busy periods during semester time, and facilitating commercial activities during summer vacations. |
| **6** | Ensure that financial and data protection procedures and regulations are adhered to at all times. |
| **B** | **General** |
| **7** | Work with the Receptions Supervisor to ensure the ongoing effectiveness of Reception policies and procedures in accordance with guidance given by Campus Services and the University. |
| **8** | Undertake training relevant to the role, including customer service and other skills development opportunities as appropriate. |
| **9** | Provide back up and support within the Campus Services team and carry out duties of another member of the team in the event of absence. Support the work of colleagues to share skills that contribute to successfully achieving targets. |
| **10** | Contribute to achieving departmental objectives |
| **11** | Maintain good practice in line with University policies and procedures, particularly relating to Equality & Diversity, Health & Safety and environmental issues. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  You are required to follow all University policies and procedures at all times and take account of University guidance. | |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **Assessed by** | | |
|  |  |  | **A/F** | **I** | **R** |
| **Qualifications/work related knowledge and experience**  Educated to A level or equivalent qualification with a good general level of education in subjects relevant to the post.  Experience of working in a frontline customer service / Reception role.  Excellent customer service record.  Relevant administrative experience.  High level of computer literacy, with experience of using relevant specialist IT software.  Demonstrable ability and willingness to be proactive in decision-making.  Previous experience of working in a Higher Education environment. | ✓  ✓  ✓  ✓ | ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓ |
| **Skills**  Excellent organisational skills with the ability to prioritise a wide range of tasks.  Experience of taking a pragmatic approach to situations.  A high level of friendly and welcoming customer service.  Confidence, tact and skill in dealing with people of all ages and cultural backgrounds.  Excellent interpersonal skills with the confidence to deal with members of staff at all levels across the University and liaise closely with other stakeholders on a daily basis.  Excellent time management skills with the ability to prioritise a varied and diverse workload and to work independently and calmly under pressure.  Initiative and self-motivation. | ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  | ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓  ✓ |
| **Attributes**  Confidence, honesty, integrity and enthusiasm.  Flexible and able to work under pressure.  Able to maintain concentration and accuracy while working in a busy shared office and environment.  Flexible towards working hours and work locations. | ✓  ✓  ✓  ✓ |  | ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓ | ✓  ✓  ✓ |

Code: A/F – Application form, I/T – Interview/Test, R – References

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| **Effective Behaviours Framework- Delivering the Experience**  **ahs** has identified a set of effective behaviours or ‘acts’ which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these ‘acts’ previously. |
| **Striving for Excellence:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives. |
| **Providing Outstanding Service:**  Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive ‘can-do’ attitude and tailoring the service to suit differing customer needs. |
| **Problem Solving:**  Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve. |
| **Being Adaptable & Flexible:**  Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required. |
| **Doing the Right Thing:**  Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs.** |
| **Caring:**  Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers. |
| **Teamwork**  Building effective working relationships. Working co-operatively with a wide range of inter-personal skills. |
| **Developing self and others:**  Showing commitment to own development. Seeking and accepting feedback. |