## 1. Job Details

**Job title:** College Postgraduate Office Receptionist  
**School/Support Department:** College of Humanities and Social Science  
**Unit (if applicable):** Postgraduate Office  
**Line manager:** Head of Postgraduate Office

## 2. Job Purpose

To provide reception support to the postgraduate office.

## 3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx % of Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>70%</td>
<td>Reception duties: act as first point of contact for all general enquiries by telephone, e-mail and face to face. Directing enquiries appropriately to both within and outwith the office.</td>
</tr>
<tr>
<td>10%</td>
<td>Sending out hard-copy information on programmes (prospectus, application forms, etc) to enquirers</td>
</tr>
<tr>
<td>5%</td>
<td>Assisting with receiving, collating and distributing incoming mail</td>
</tr>
<tr>
<td>5%</td>
<td>General office duties to support departmental activities: opening mail; upkeep of notice boards; photocopying, collation and distribution of departmental papers and booklets</td>
</tr>
<tr>
<td>5%</td>
<td>Assistance to all office members in logging on student postgraduate applications onto the Postgraduate Database. Prepare and maintain database queries and statistical results.</td>
</tr>
<tr>
<td>5%</td>
<td>Any other duties as directed by the Line Manager</td>
</tr>
</tbody>
</table>

## 4. Planning and Organising

- Planning on a daily, weekly, monthly and annual basis in conjunction with the line manager.  
- Prioritising competing demands within time constraints.

## 5. Problem Solving

- Dealing with non-standard enquiries.  
- Dealing with tight deadlines and competing time demands.

## 6. Decision Making – examples of decisions made or involved with, your role in them, what guidance to support you

- Deciding how best to assist enquirers.  
- Deciding which information to send in response to a general enquiry.  
- Deciding who to contact to obtain information.  
- Deciding when to use initiative and when to seek advice.

## 7. Key Contacts/Relationships – internal and external

- Students – enquirers to the office.  
- Schools’ clerical staff  
- College PG Office staff.
8. Knowledge, Skills and Experience Needed for the Job

- Excellent communication and interpersonal skills.
- Self-motivated and committed.
- Good attention to detail.
- Ability to work as effective team member whilst under pressure, assisting others as required.
- IT literate, particularly with MS Word, MS Excel and MS Outlook (e-mails).
- Flexible and adaptable worker.
- Good written and spoken English.

9. Dimensions

- Member of 3 person clerical support team within a busy 20-person office.
- High volume of work.

10. Job Context and any other relevant information

- The incumbent must have a pleasant and efficient manner in dealing with people in person, by telephone or by e-mail.