University of Edinburgh

Job Description

1. Job Details

Job title: Receptionist/Clerical Assistant

School/Support Department: Information Services

Unit (if applicable): Computing Services

Line manager: Information Services Facilities Manager

2. Job Purpose

Provide reception and clerical support to Computing Services, King's Buildings. Responsible for the provision of an efficient reception service, acting as first point of contact welcoming all visitors to the department.

3. Main Responsibilities

1. Carry out reception duties; dealing with telephone and face-to-face enquiries in a pleasant and courteous manner, receiving and directing visitors to the appropriate part of the department or building.

2. General building security vigilance and reporting any unusual observations to security staff as appropriate. Issuing of security access cards and identification badges, logging all visitors’ details in visitor's book and booking taxis for staff and visitors. Ensuring contractors working in the building have the correct Permits. Dealing with deliveries and distribution of incoming mail and re-direct wrongly delivered mail.

3. Responsible for accurately recording annual leave for all EUCS Staff.

4. Co-ordinating EUCS room booking system including processing requests. Responsible for maintenance of coffee machines in meeting rooms. Annual leave and absence cover for Director’s secretary

5. General clerical duties include distribution of BITs magazine (3000) monthly; organising and maintaining tutorial stock in the EUCS King’s Buildings Training Room; collate and post EASE passwords to University staff; issue staff telephone bills.

6. Logging non-urgent repair calls into EBIS system.

7. Issuing and logging University Fleet Parking Permits to EUCS staff who are required to travel to the Central Area on University business.

4. Planning and Organising

The majority of the work is reactive and requires limited forward planning, as work is generated on a day-to-day basis. The job holder is required to organise their day effectively to ensure provision of an efficient service. Clerical tasks need to be prioritised and carried out when Reception is quiet.
5. Problem Solving
The job holder will have overall responsibility for prioritisation of allocated clerical duties and will refer all decision making regarding non-standard issues to Facilities Manager and seek guidance/direction as required.

Contact taxi company when overdue; find correct address by searching on University website for wrongly delivered mail; pass on telephone call to appropriate person if caller isn’t sure who they wish to speak to by discussing the nature of their request with them.

6. Decision Making
The job holder will have overall responsibility for prioritisation of allocated clerical duties. The job holder will decide on when to order new manuals for EUCS KB Training Room by checking the Course Booklet on the on-line Course Registration information. All non-specific requests will be passed to the Facilities Manager for a decision.

7. Key Contacts/Relationships
Interaction with a wide range of individuals and VIPs both internal to the University and external. It is essential that the job holder deals with all contacts in a pleasant and efficient manner.

8. Knowledge, Skills and Experience Needed for the Job
Good educational background (minimum 3 x Standard Grades)
One year’s previous experience
Excellent telephone manner
Excellent interpersonal skills and the ability to deal with people at all levels.
A good working knowledge of Microsoft Office
Flexible attitude

9. Dimensions
EUCS staff (180) are located over several sites, the main sites being at King’s Buildings and the Main Library, George Square and the post holder has regular contact with all sites, re annual leave queries; extension numbers and exact location of new staff.

10. Job Context and any other relevant information
EUCS KB is closed off from the other departments in JCMB therefore the job holder must ensure all visitors to EUCS are signed in and met by the relevant member of staff to escort them through the building.