University of Edinburgh

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

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<th>Approx % of Time</th>
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<td>70%</td>
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1. Reception duties: act as first point of contact for all general enquiries by telephone, email and face to face. Directing enquiries appropriately to both within and outwith the office.

2. Sending out hard-copy information on programmes (prospectus, application forms, etc) to enquirers 10%

3. Assisting with receiving, collating and distributing incoming mail 5%

4. General office duties to support departmental activities: opening mail; upkeep of notice boards; photocopying, collation and distribution of departmental papers and booklets 5%

5. Assistance to all office members in logging on student postgraduate applications onto the Postgraduate Database. Prepare and maintain database queries and statistical results. 5%

6. Any other duties as directed by the Line Manager 5%

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.