1. **Job details**

<table>
<thead>
<tr>
<th>Role</th>
<th>Department</th>
<th>Unit</th>
<th>Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receptionist</td>
<td>College of Medicine and Veterinary Medicine</td>
<td>n/a</td>
<td>Senior Administrative Secretary</td>
</tr>
</tbody>
</table>

2. **Job Purpose**

   To provide a reception service for The Chancellor’s Building and The Queen’s Medical Research Institute and clerical support for the Building Management Team.

3. **Main Responsibilities**

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>% of time approx.</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 department or building.</td>
<td>55%</td>
</tr>
<tr>
<td>2. Provide security vigilance and reporting any unusual observations to security staff as appropriate.</td>
<td>5%</td>
</tr>
<tr>
<td>3. Maintain and update the room booking system to ensure accurate information is available to users.</td>
<td>10%</td>
</tr>
<tr>
<td>4. Sign out keys and access passes to staff and visitors to enable individuals to gain relevant access to buildings.</td>
<td>10%</td>
</tr>
<tr>
<td>5. Coordinate car parking requests to ensure visitors spaces are used legitimately.</td>
<td>5%</td>
</tr>
<tr>
<td>6. Log and secure lost property to ensure enquiries can be deal with swiftly.</td>
<td>5%</td>
</tr>
<tr>
<td>7. Fault reporting to relevant building support service to ensure defects work is carried out promptly.</td>
<td>5%</td>
</tr>
<tr>
<td>8. Provide secretarial support to the Buildings Manager and Senior Administrative Secretary when required.</td>
<td>5%</td>
</tr>
</tbody>
</table>

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 on an efficient service. A diary is used to record daily events and to forward plan.

5. **Problem solving**

   The job holder will be expected to deal with all routine issues arising within the remit of the post. Any situations which cannot be resolved by the job holder would be referred to line manager i.e. unusual enquiries, dealing with difficult visitors or conflicting room bookings.

6. **Decision making**

   - Directing unidentified queries to relevant members of staff.
o Booking appropriate rooms.
o Signing out of access passes and keys or if further advice should be
sought.
o Prioritisation of own work.

7. **Key Contacts / Relationships**
The job holder will have contact with a wide range of individuals, including
senior staff and VIPs. It is essential that the job holder deals with all
individuals in a pleasant and efficient manner. The job holder will also have
frequent contact with external individuals, including tradesmen, suppliers and
members of the public.

8. **Knowledge, Skills and Experience needed for the job**
An up-to-date knowledge of applying Microsoft IT packages: Word, Excel,
Outlook & Explorer.
Knowledge of reception work and ability to deal with people at all levels.
Excellent interpersonal and secretarial skills.
At least 1 year’s previous reception experience.

9. **Dimensions**
Provide clerical support to 2 administrative secretaries and 1 academic staff
member. Provide a reception service to the Little France site which provides
accommodation for approximately 1000 staff and postgraduate students and
teaching accommodation for approximately 400 undergraduate students.

10. **Job Context – n/a**

11. **Verification**