University of Edinburgh

Job Description Template

1. Job Details

Job title: Receptionist

School/Support Department: School of Physics

Unit (if applicable): The National e-Science Centre

Line manager: Conference Administrator/PA to the Vice Principal

2. Job Purpose

To be the initial point of contact for enquiries to the Centre and to be responsible for the provision of a prompt, efficient and friendly response. To provide general administrative support to other members of the team.

3. Main Responsibilities

(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

<table>
<thead>
<tr>
<th>Approx. % of time</th>
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<tbody>
<tr>
<td>30%</td>
<td>1. Acting as the initial point of contact for enquiries to the Centre by answering phones and monitoring controlled-access entry and providing accurate information or re-directing the enquiries to the appropriate member of staff.</td>
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<tr>
<td>30%</td>
<td>2. Organising accommodation for all delegates attending events at the Centre.</td>
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<tr>
<td>10%</td>
<td>3. Create a positive first impression of the Centre through the provision of a high-quality customer-focused service.</td>
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<tr>
<td>15%</td>
<td>4. Assist conference staff with printing materials for inclusion in delegate packs, making badges, greeting and registering attendees, giving directions, booking taxis, and other duties as necessary.</td>
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<tr>
<td>15%</td>
<td>5. Provide day-to-day general administrative support for members of the wider team.</td>
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4. Planning and Organising

Examples of the way the jobholder requires to plan and organise the work include:

- the activities of Centre – planning a week to a month in advance as materials need to be ordered for inclusion in delegates packs
- by supervisor – on a day to day basis planning is required to carry out routine requests

5. Problem Solving

Examples of problems the jobholder will need to solve will include:
• when delegates turn up on the day of the event who have not registered, made payment or arranged accommodation, the jobholder will need to decide how to solve the problem or whether to refer it on
• when delegates have not confirmed their hotel reservations the jobholder has to decide how best to deal with this
• when the jobholder makes a provisional block booking of rooms it’s up to them to review the situation on a day to day basis and to decide whether to or release or increase the allocation

6. Decision Making
• responding to general enquiries from externals and staff, providing accurate information or deciding who to refer the enquiry to
• deciding on appropriate layout for materials to be included in delegates welcome packs
• prioritisation of own work

7. Key Contacts/Relationships
• within the Centre - all members of staff to forward telephone enquiries, other teams to organise conference calls
• within the University - other support staff for example Estates and Buildings to arrange emergency repairs
• outwith the University - visiting delegates, researchers, external organisations to procure stationery, book conference calls or arrange accommodation

8. Knowledge, Skills and Experience Needed for the Job
An efficient and cheerful telephone manner is essential as well as excellent interpersonal skills and strong customer-focus. Responsible, and conscientious with the ability to work effectively under pressure. Basic computer skills are essential and familiarity with the use of email and the World Wide Web will be expected. Strong team-working and well-developed communication skills are also vital. Experience of working in a role within a service industry is desirable.

9. Dimensions
• approximate number of staff affected by the postholder: 40+
• approximate number of delegates affected by the postholder: 2000+ per year

10. Job Context and any other relevant information
NeSC is an outward facing project of the University, which manages the e-Science programme for the whole UK. It has grown rapidly from two people in August 2001 to its current number. The presents two challenges:
• Its national role and visibility place great responsibility on all staff to perform at the highest level continuously – mistakes are very visible and immediately picked up.
• The rapid growth results in a constantly changing environment, where all staff must work flexibly and proactively to ensure success.