University of Edinburgh

Job Description

1. Job Details

Job title: Receptionist C/E&B/100
School/Support Department: Support Services Division
Unit (if applicable):
Line manager: Support Services Site Manager

2. Job Purpose
(Normally no more than 2 or 3 sentences)

To provide an efficient and secure reception service to the designated building. To present the professional image of the University as first point of contact with visitors to the buildings. The post will also provide secretarial assistance to the Support Services Division and to the College of Medicine and Veterinary Medicine.

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

1. Reception duties, including acting as first point of contact for visitors, staff, students, deliveries, contractors and members of the public. Ensuring the integrity of University buildings, in that only authorised persons are given access to buildings. Ensuring that visitors are validated, signed in and issued with visitors’ badges. Contacting staff to collect visitors from Reception. (35%)

2. Provide general enquiries service (telephone, as well as in person) for the client group. Giving advice or referring on to appropriate member of staff. Ordering contract or cash taxis. (35%)

3. Receiving / sorting of mail and parcels; contacting appropriate staff eg. Servitors for onward delivery. (5%)

4. Provide secretarial support such as word processing, filing, photocopy assistance to Support Services and College staff on site. Keeping up to date telephone lists. Maintenance of Support services records, eg fire inspections, risk assessments, staff database. (10%)

5. Dealing with basic building security issues such as monitoring fire / security alarm panels; recording issue of building keys; acting as a Fire Steward; being a qualified First Aider; logging and securing lost property. (5%)

6. Working closely with other Estates and Buildings personnel, eg Cleaning Supervisors, Janitors, Works Division staff to ensure the smooth running of the building. Process permit to work documentation for contractors employed by the University on site. (5%)
7. Assisting with the management of room bookings. (5%)

4. Planning and Organising
1. The content of the work is driven by the day to day activities of the School and University. The receptionists are required to be pro-active in to keeping themselves informed on University activities.
2. In order to deal with queries from staff, visitors, and students it is necessary to build up a body of knowledge, both about the local environment, and the University in general, and to organise this in a readily available, up to date and accurate format.

5. Problem Solving
1. Enquiries from staff and students will require quick, well-informed decisions, along with an appreciation of when and from where to seek further advice.
2. A pro-active willingness to get involved and be helpful is required.
3. Problems can be encountered with people who may be difficult, or impatient. The ability is required to calmly discuss and offer possible solutions to resolve the client’s problem to their satisfaction.

6. Decision Making
1. First line decisions will have to be taken, eg on allowing access to buildings. This must be done in a consistent manner to ensure that building policies are applied.

7. Key Contacts/Relationships
1. With University staff at all levels, with students to provide accurate and up to date guidance / information.
2. With other Estates and Buildings staff, liaising over building management issues, to assist in the smooth running of the building.
3. The Receptionist is the first point of contact for visitors to the building, and as such must act in a way which gives a positive and favourable impression of the School and University.

8. Knowledge, Skills and Experience Needed for the Job
1. Excellent communication and interpersonal skills; the ability to stay calm under pressure, and to project a confident and proactive manner in order to gain the confidence of the client.
2. Experience of working, preferably in a customer facing role, in a large multi-disciplinary organisation, focusing on achieving customer satisfaction.
3. Good educational background with experience in word processing, spreadsheets, web and e-mail. Accuracy and attention to detail to ensure an efficient and reliable service.

9. Dimensions
1. The Receptionist will be allocated to a particular building, but may be asked to cover for Estates and Buildings receptionist absence in other areas.

10. Job Context and any other relevant information