**Job Description**

**Administrator/Receptionist**

Please complete all accessible boxed so that your submission is not delayed. Managers please refer to the guidance notes on writing Job Descriptions and Person Specifications.

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| **School/Directorate** | Glyndwr Innovations at OpTIC Technology Centre |
| **Section** | Business Centre |
| **Job Title** | Administrator/Receptionist |
| **Vacancy No** | 1718 005 |
| **Reports To** | Business and Innovation Centre Manager |

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| **Principal Accountabilities** |
| OpTIC Technology Centre provides a full range of support services including conferencing and events, finance and debt recovery, switchboard and message taking, reprographic services, mail handling for Staff, Students, Visitors, Business and Community Partners.  The Department’s aim is to ensure a high standard of service and provision is provided to all customer groups so that Glyndŵr Innovations is reflected positively and professionally at all times, whilst also maximising income generating potential available.  The normal working hours for this role are 13.00 to 17.00 Monday to Friday (20 hours per week). Occasional evening work will be required.  **JOB** **PURPOSE**  To provide an effective and efficient administrative support service to the Business Centre and the Glyndŵr Innovations team. Also to provide a reception and room hire service at OpTIC. |

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| **Key Tasks** |
| * Provide a comprehensive administrative service to clients by responding to initial enquiries, providing relevant information to clients, confirming conference and hospitality bookings, ensuring terms and conditions are highlighted and accepted and by ensuring contact and correspondence is maintained up to and including final invoicing. * Using the appropriate system, process all room bookings and hospitality requests ensuring all information is complete and accurate. Ensure amendments to bookings are conveyed to all associated departments (ie Caterers, cleaners, IT support) in order to comply with client’s requests. * Provide a comprehensive customer service/reception desk for all clients, attend to queries and act as a point of contact for visitors to the OpTIC Technology Centre. Assist with general duties that may be required to ensure the smooth running of the business centre. * Take calls for the OpTIC Technology Centre and ascertain nature of call and transfer to the appropriate person. Provide message-handling service, ensuring accurate details are recorded and passed on accordingly. * Process all internal recharges and external invoices related to conference/hospitality bookings in accordance with financial regulations and assist in the purchasing of goods and services. * Assist with purchase orders and debt recovery in accordance with procedures. * Assist in the implementation, development and review of the administrative systems required to underpin the Business Centre and ensure that all client records and conference contracts are maintained accurately. Ensure audit requirements are met at all times. * Provide general administrative support including the general typing of documents, assistance with photocopying, franking, sorting and distributing mail, ensuring the publicity material at reception is kept up to date, etc. * In conjunction with the Business Centre Manager, assist in customer/competitor research and marketing activities when necessary. Provide support in the production of conference packs, printing of conference badges and by assisting with conference registrations. Assist in the collation and analysis of delegate feedback, highlighting areas for improvement. * To undertake any other duties which are deemed necessary by the Business Centre Manager, commensurate with the grade and post holder’s experience and ability. |

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| **Job Duties** |
| You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University’s health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.  It is the responsibility of employees to apply the University’s Equal Opportunities Policy in their own area of responsibility and in their general conduct.  All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.  Post holders are expected to co-operate with the Staff Appraisal and Development process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.  You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.  Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.  The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder. |

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| **Miscellaneous** |
| Act in a professional manner at all times and maintain confidentiality of information.  Maintain an appropriate awareness of and work effectively within the policies and procedures of the University participating in appropriate processes, e.g. Objective setting/appraisals, Continuing Professional Development, Health and Safety etc.  Operate safely within the workplace and maintain a high standard of housekeeping. |

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| **Review** |
| This is a description of the job at the time of issue. It is the University’s practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder. |

**Person Specification**

**Administrator/Receptionist**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

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| **Selection Criteria** | | | | | |
| **Attributes** | | **Item** | **Relevant Criteria** | **Identification  Method** | **Rank** |
| 1 | Skills & Abilities | 1.1  1.2  1.3 | Excellent communication skills and the ability to relate to all levels of both internal and external contacts.  High level of customer service skills and the ability to handle enquiries/complaints effectively and efficiently.  Ability to work within defined guidelines with minimum supervision and to work effectively under pressure. | A, I  A, I  A, I | E  E  E |
| 2 | General &  Specialist Knowledge | 2.1  2.2 | IT literate in Microsoft Outlook and Office including email, Word and Excel.  Financial prodcedure including credit control. | A, I  A, I | E  D |
| 3 | Education &  Training | 3.1  3.2 | GCSE (or equivalent) grade 'C' or above in English and Mathematics.  Business Administration, Customer Service or similar qualifications. Also ECDL. | A, C  A, C | E  D |
| 4 | Relevant  Experience | 4.1  4.2 | Broad experience of working within a busy administrative/customer service office environment.  Experience of dealing with enquiries, making reservations and processing bookings. | A, I  A | E  D |
| 5 | Special  Requirements | 5.1  5.2 | Flexibilty in approach to work and dedication to duties during mornings, evenings and weekends.  Smart and professional appearance and willingness to wear company uniform. | A, I  A, I | E  E |
| **Date of Revision** | | |  | | |

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| **Key** | **Identification Method** | **A** | Application Form |
| **I** | Interview |
| **T** | Test |
| **C** | Copy of Certificates |
| **P** | Presentation |
| **G** | Group Assessment |
| **Rank** | **E** | Essential |
| **D** | Desirable |