



<b>Job Title</b>	Welcome Point Receptionist	<b>Job Family and Level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	University of Nottingham	<b>Location</b>	Welcome Points

## Purpose of role

To deliver the day-to-day running of the Welcome Point Reception, in a professional & organised manner, whilst adhering to the University’s policies and procedures. To provide excellent customer service to support the student journey and be the first point of contact for students, contractors, visitors and building users.

The Welcome Points within the Halls of Residence are responsible for supporting students throughout their time at the University of Nottingham by enhancing their experience through the delivery of excellent customer services. We enable the university to be an inspiring place that improves lives.

You will:

- Carry out administrative work within established processes, with minimal day-to-day supervision, while supporting different areas of the student journey to deliver services associated with enabling, enhancing and improving the student experience. By providing an effective, flexible and customer focused approach to your work.
- Be a key contact for your area, supporting the response to a variety of situations and problems and working to resolve them. You will be expected to deal with less routine queries/issues/requests, referring conflicts or more complex situations to the relevant person.
- Build close working relationships with internal colleagues and demonstrate a consistently high degree of personal responsibility and initiative to react to changing priorities and work circumstances.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>General administration/student information</b></p> <p>General support for administration and maintaining operation which may include:</p> <ul style="list-style-type: none"> <li>▪ Develop specialist knowledge and skills and deliver high quality advice and administrative support to a diverse community of students and staff related to the key areas of the student journey you work in.</li> <li>▪ Greeting customers on arrival, providing information relevant to their hall and directing them to appropriate areas.</li> </ul>	60%

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
	<ul style="list-style-type: none"> <li>▪ Liaising with colleagues to always ensure the professional and efficient admission of customers, planning work breaks and times of additional support during the shift.</li> <li>▪ Facilitating the signing of booking in forms for work to be carried out and issuing room keys to contractors.</li> <li>▪ Receive and respond to internal and external queries. Provide advice and resolve both simple and complex issues, ensuring a prompt, high quality service is provided.</li> <li>▪ To keep the reception clear, open, well maintained, and welcoming. Liaising with colleagues in estates as appropriate</li> <li>▪ Understand when to raise issues of concern to ensure appropriate resolution of customer enquiries/issues.</li> <li>▪ Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate and up to date information is accessible.</li> <li>▪ Relay customer feedback and comments and contribute to proposals for improvements.</li> <li>▪ To be fully conversant with and competent to use all systems and equipment in area of work. Regular use of computers, data input and University software (Unicore, Planon, Kx etc.) General administration duties as required by the line manager.</li> <li>▪ To be fully conversant with and competent to use all systems and equipment relevant to area of work, ensuring all relevant paperwork is maintained.</li> <li>▪ To adhere to health and safety and COSHH regulations, university, hospitality and relevant external policies, procedures, standards, and codes of practice.</li> </ul>	
2	<p><b>Planning, organising and liaison</b></p> <ul style="list-style-type: none"> <li>▪ To provide an excellent front-of-house customer service via the provision of general and specific information relating to the hall's facilities, and services, greeting customers in a friendly and professional manner.</li> <li>▪ Plan and prioritise own work activities, responding to the hall's requirements, in addition to own responsibilities.</li> <li>▪ To act as the first point of contact with respect to enquiries made at reception in the form of telephone calls, face-to-face contact and email.</li> <li>▪ Develop a network of contacts throughout own area, identifying who key individuals are, to support own work activities.</li> <li>▪ Maintaining customer confidentiality and service standards via prompt responses to enquiries and resolution of problems arising in accordance with departmental policies and procedures.</li> <li>▪ Keep all keys and access cards securely; issue/receive them to/from staff, visitors and contractors, adhering to key policies and procedures.</li> </ul>	20%
3	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>▪ Show sensitivity and consideration to customer needs and feelings, which may include dealing with signs of obvious distress.</li> </ul>	10%

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
	<ul style="list-style-type: none"> <li>▪ Work together with and offer mutual support to colleagues, adopting a flexible approach to delivering objectives.</li> <li>▪ Acts as a point of contact between students and academic staff.</li> </ul>	
4	<b>Personal responsibilities</b> <ul style="list-style-type: none"> <li>▪ Work flexibly across the Halls portfolio to ensure peak periods are accommodated and the needs of the department are always met.</li> <li>▪ Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.</li> </ul>	10%
5	Any other duties appropriate to the grade and role.	

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## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ High level of customer service skills.</li> <li>▪ Ability to relate well to students, staff, public and other members regardless of age, gender and physical ability.</li> <li>▪ Excellent customer service skills.</li> <li>▪ Effective verbal communication skills including telephone skills.</li> <li>▪ Ability to communicate and interact with members.</li> <li>▪ Good numeracy and literacy skills.</li> <li>▪ Ability to work within a team.</li> <li>▪ Ability to use new IT systems and work within protocols.</li> <li>▪ A strong ability to work using one's own initiative.</li> <li>▪ Highly motivated and driven.</li> <li>▪ Punctual.</li> <li>▪ Maintaining a professional image at all times.</li> <li>▪ Ability to work calmly and professionally when under pressure.</li> <li>▪ Ability to work within a team.</li> <li>▪ Good knowledge of using core IT systems (e.g. Microsoft office applications, e-mail, internet) to</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good IT skills.</li> <li>▪ Basic administrative functions.</li> <li>▪ Ability to identify and resolve issues that arise on a day-to-day basis.</li> <li>▪ A logical approach to decision making.</li> <li>▪ Experience of using SciQuest and Agresso.</li> <li>▪ Work effectively as part of a team.</li> </ul>

	Essential	Desirable
	<p>support your own work and to troubleshoot basic IT enquiries.</p> <ul style="list-style-type: none"> <li>▪ Experience of using frontline equipment such as, printers and scanners.</li> <li>▪ Proven ability to work accurately and pay attention to detail.</li> <li>▪ Evidence of an on-going commitment to update your knowledge and gain new skills quickly.</li> <li>▪ Ability to build good working relationships internally and externally.</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in a customer facing role.</li> <li>▪ Proven ability to deliver a friendly, helpful service in a busy environment, dealing confidently with a variety of customer service demands.</li> <li>▪ Proven ability to work with customers to identify their needs and recommend solutions, including the skills to work with complex and/or unfamiliar language/vocabulary.</li> <li>▪ Experience of managing own workload and priorities, using initiative and judgement.</li> <li>▪ Proven ability to work under pressure to deal with enquiries whilst working to tight deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances.</li> <li>▪ Experience of administrative work.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Vocational qualifications (NVQ 2-3, City &amp; Guilds) or equivalent with some experience in a relevant role or considerable work experience in a relevant role involving students and conference guests.</li> </ul>	



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the university's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

