

Job Description

Receptionist

Salary:	Grade 3
Contract:	Ongoing – Full Time, 35 hours Monday - Sunday 5/7 on a rota basis
Location:	Canterbury Campus
Responsible to:	Assistant Accommodation & Customer Service Manager
Job family:	Administrative, professional and managerial

Job purpose

You will be part of our reception team providing excellent customer service to students, staff, conference guests and external visitors using our reception facilities.

The role involves dealing with general reception duties. You will often be the sole receptionist and therefore it is essential that in addition to having excellent customer service skills, you are able to deal calmly and confidently with all queries and bookings.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Act as the central reception point providing excellent customer service to ensure that students, staff and visitors receive the best possible impression of the University..
2. Support with maintaining building security, to ensure that only authorised personnel are able to access specific accommodation and teaching rooms. Acquire expertise in both Accommodation and University policies and procedures in relation to students and their stays in accommodation in order to answer any enquiries accurately with knowledge.
3. Receive, address and seek to resolve all initial enquiries from students, staff, conference guests, visitors and others, with referral to other University departments as appropriate.
4. Act as the central reception point for postal and courier deliveries, sorting and collection of post and parcels, taking and passing on urgent messages and telephone calls, reporting of room defects to relevant parties.
5. Responsible for the issuing of keys to students, authorised users and residents. Maintain and monitor security of keys in line with procedure. Programme student and vacation guest bedroom key cards using access control software.
6. Assume responsibility for locking and unlocking reception, academic rooms and offices at the beginning and end of each shift as required Key challenges and decisions.

7. Use the Kinetix Residential and Student modules to check in and out students, conference and vacation guests, allocate late booking B&B guests and print a variety of arrival, departure and in-house reports. Full training will be provided.
8. Work closely with the Security and Safety Teams to help ensure the health and safety of those in the building during incidents or accidents.
9. Provide a First Aid service (you will be required to hold a First Aid at Work Certificate, training for this takes place over three weekdays on campus)
10. Accept and process debit/credit card payments as required. At the end of each shift, cash up the till and ensure all financial processes are adhered to.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. Provide a friendly, helpful and welcoming service to all visitors to the reception area and act as a positive ambassador on behalf of the University, ensuring all communications are handled in a professional manner.
2. Liaise with and achieve effective and informed handover to and from security staff at the beginning and end of Reception opening hours.
3. Flexible approach to work and a willingness to work additional hours at busy times

Internal & external relationships

Internal: Students, Other Kent Hospitality departments, College Life & Community Team, Student Support, Estates, Campus Security, Academic Schools and Staff

External: Conference, Vacation and B&B guests, University Visitors, Parents, Couriers, and Contractors.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Occasional Manual handling
- Shift work
- Working in isolation
- Contact with Human fluids (blood, saliva etc) as part of First Aid responsibilities Regular use of Screen Display Equipment
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

- Experience of working in a busy and demanding front facing customer service environment A, I
- GCSE grade C /4 or above in English and Maths or equivalent A
- Ability to demonstrate experience handling difficult and unexpected situations A, I
- Recent experience of working on the University Campus A
- Recent experience of dealing with students A
- Proven experience of taking responsibility for building security A
- Computing skills to include the ability to use MS Word, Outlook and Excel A, I
- Ability to remain calm under pressure A, I
- Excellent customer service skills A, I
- Ability to use initiative to resolve unexpected issues A, I
- Ability to work independently and unsupervised A, I
- Excellent interpersonal skills, including the ability to communicate in English both verbally and in writing with individuals at all levels within the organisation A, I
- Strong organisational skills and attention to detail A, I
- Committed team player A, I
- Flexible approach to work and a willingness to work additional hours at busy times A, I
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

* A - Application; I - Interview; T - Test/presentation at interview stage