

## Job Description

### Accommodation Reception Assistant

<b>Salary:</b>	Grade 3
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Senior Accommodation Co-ordinator
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

To provide a friendly, helpful and informative reception service at the University Student Accommodation and Campus Services Building and ensure that a high standard of customer service is met.

### Key accountabilities

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

- Receive all initial enquiries from students, staff and visitors to the reception area, and either resolve them or refer correctly to other Accommodation Office staff or university departments.
- Be familiar with the University website to ensure the provision of passing on correct and relevant information to students and visitors. This is essential regarding accommodation and includes accommodation types (inc. virtual tours), prices, application process and successful living on campus.
- Demonstrate satisfactory levels of expertise of the office equipment and computer software programmes e.g. photocopiers, Microsoft Office.
- Become a regular user of Kinetics student accommodation modules and TopDesk ticketing system.
- Providing that essential stationary and first aid provisions are stocked at all times, and ensure it is kept in an orderly manner.
- Acquire expertise in both Accommodation and University policies and procedures in relation to students and their stays in accommodation in order to answer any enquires accurately.
- Updating Accommodation Excel spreadsheets which includes updating the room availability spreadsheet, liaising with receptions and housekeeping teams for up-to-date information on available rooms.
- Ensure mail and courier parcel deliveries are received with a signature and held securely and distributed without unnecessary delays.
- Have a basic understanding of social media platforms and provide occasional social media support to the Accommodation and Residence Life teams.
- Carry out general administrative duties under the guidance of the Senior Accommodation Coordinator.
- Support the Accommodation Office in showcasing accommodation at Open Days and other key student recruitment events.

### 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.

- Provide a friendly, helpful and welcoming service to all visitors to the reception area of the Campus Services Reception. Act as a positive ambassador on behalf of the University, ensuring all communications are handled in a professional manner.
- Be required to read and absorb all written materials concerning University and Accommodation office policies and be able to explain them in understandable terms to students and other visitors.
- Work flexibly at weekends or early evenings to help with offer holder days and open day recruiting events and student arrival and departure days. These events usually take place on Saturdays.

## Internal & external relationships

**Internal:** Students, Campus Services Department, Student Life including Student Welfare Team, Student Support and Wellbeing Team, Academic Schools and Staff.

**External:** 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
- 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:

- Previous experience of office reception/administration/customer service work in a busy demanding customer service environment. A, I
- Ability to actively listen to and cope with difficult people and unexpected situations either in person or on the telephone. A, I
- Able to work as part of a team and contribute effectively to good teamwork. A, I
- Strong personal organisation skills and attention to detail. I
- Have a basic understanding of social media platforms. A, I
- Proficient IT skills in Outlook, Word and Excel. Able to use office equipment proficiently. A, I
- Capable of basic maths calculations in relation to financial charges and calculations. A, I
- Sensitivity when dealing with customers. I
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive. (I)

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