JOBTITLE: RECEPTIONIST (FIXED TERM)

REPORTSTO: SENIOR RECEPTIONIST

Background

Cambridge Judge Business School pursues innovation through interdisciplinary insight, entrepreneurial spirit and collaboration. Cutting edge research is rooted in real-world challenges and students and clients are encouraged to ask excellent questions to create real-world change. Undergraduate, graduate and executive programmes attract innovators, creative thinkers, thoughtful and collaborative problem-solvers, and current and future leaders, drawn from a huge diversity of backgrounds and countries.

The School programmes include a one year MBA, a 20 month Executive MBA, 15 other Masters programmes, an undergraduate course and an extensive executive education programme. The School has a number of research centres which are founded on strong interdisciplinary research linking networks of people from across the School, the wider University, business and the policy community. The School environment is always busy and with an extensive and growing events programme, many conferences, speakers and other networking events take place in the evenings and at weekends.

A member of the Reception Team is often the first point of contact for staff and students (either in person or on the telephone), and the team is of central importance to the image that the School presents. The role holder needs to actively engage with the School’s clients, students, programme participants, visitors, etc., and deliver the best customer experience. He/she needs to be professional, courteous, presentable, friendly, attentive, efficient and pride themselves on excellent customer service.

The role

The Receptionist Team forms part of the wider Facilities Team, which is largely responsible for the smooth running of the School.

This role will be focused primarily at supporting the activities of our executive programmes based in the School’s Simon Sainsbury Centre, however support to the main reception will also be required on occasion.

The main reception desk working hours are as follows:

- **Term time** - Monday to Friday: 08:00–20:00, Saturday: 08:00–15:30.
- **Summer vacation period** - Monday to Friday: 08:00–18:00, Saturday: 08:00–12:00.

The reception service in the Simon Sainsbury Centre is as follows:

- **Monday to Friday**: 07:00–19:00, Saturday and Sunday; depending on programme requirements.

This vacancy is for a full-time position working on a shift and rota basis covering the opening hours above.
MAIN RESPONSIBILITIES

General duties

• Providing a professional meet and greet experience to visitors.
• Proactively acting on issues raised and be responsible for ensuring they are resolved or escalated promptly. The role holder will have the authority to resolve straightforward and routine issues without referring to his/her supervisor or other members of the School.
• Providing concierge assistance to participants and visitors: for example, making taxi and transport arrangements, recommending local shops and tourist attractions, making restaurant reservations and assisting with theatre reservations, etc.
• Dealing with telephone enquiries, re-routing calls where necessary, passing on messages. Providing information about the School and the programmes offered in response to enquiries made in person, over the phone and by email.
• Arranging courier and special deliveries for participants and staff.
• Managing room bookings using a specialist database. This involves overseeing the room bookings and collating information about building usage for lectures, seminars, conferences, meetings and visits. It also includes the arrangements of IT and catering requirements and training staff in the use of the booking system.
• Managing the stock room for the executive programmes.
• Keeping the reception and front of house area tidy.
• Checking the seminar rooms and related areas at the start of the day prior to the delivery of executive programmes to ensure they are ready. Proactively resolving any issues that are identified during these checks.
• Acting as first point of contact for emergency services, taking appropriate initial action in the event of fire/burglar alarms being activated or a serious incident occurring; calling first aiders for assistance.
• General administration— including managing and formulating spreadsheets and databases, making signs and creating mailing lists.
• Liaising with the Facilities Manager, Senior Building Services Technician, Building Services Technician, Custodians, IT department and all users of the School to ensure best practice and service at all times.
• Working with members of Executive Education and School-wide teams to plan and prepare for programmes and events.
• Other general administrative tasks and any other duties as may reasonable be required by your line manager.

Additional duties

• Providing help for students: issuing locker keys, binding work, photocopying, dealing with and recording lost property, responding to requests for help and guidance on a wide variety of issues.
• Issuing stationery to staff and students; checking and maintaining stock levels; preparing stationery orders.
• Sorting and distributing incoming mail, franking outgoing mail and keeping postage records, forwarding mail, arranging courier collections, monitoring pigeonholes and keeping the post room tidy.

• Providing assistance for external conferences.

• Issuing room keys and access cards; aiding in the orientation of new staff.

• Handling and recording cash sales, ensuring safe custody of cash and passing it to the School accounts office.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

• Good standard of general education.

• A problem solver mindset.

• Experience of working in a customer-facing environment is essential. Reception experience is desirable.

• Excellent communication and interpersonal skills and the ability to interact positively with a wide range of people in a busy and demanding environment.

• Excellent telephone manner.

• Excellent organisation skills.

• Ability to work as part of a team.

• Ability to use own initiative to identify and resolve problems before and when they arise.

• Ability to gain an awareness of security procedures.

• Ability and desire to be highly versed in knowledge of the local area, services and "what is going on".

• Ability and desire to gain an in-depth understanding of how the School and the University works.

• Computer literate and knowledge of Microsoft Office including Outlook.

• Flexible approach to working hours; able to work as per needs of the service including weekends.

Benefits

This is a full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £19,305-£22,214 per annum. There will be a three-month probationary period.

The funding for this post has been approved for two years in the first instance.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the
world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk/job.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 4 February 2018.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.
We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 339637 or by email on www.jobs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.