

JOB TITLE: RECEPTIONIST

REPORTS TO: SENIOR RECEPTIONIST

Background

Cambridge Judge Business School (CJBS) leverages the power of academia for real world impact to transform individuals, organisations, and society. Since 1990, Cambridge Judge has forged a reputation as a centre of rigorous thinking and high-impact transformative education, situated within one of the world's most prestigious research universities, and in the heart of the Cambridge Cluster, the most successful technology entrepreneurship cluster in Europe.

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

The Reception team forms part of the wider Facilities team, which is largely responsible for the smooth running of the Business School.

This role will work on both the main reception desk in the Old Addenbrooke's building, and the desk that sits in the Simon Sainsbury Centre, home to Judge Business School Executive Education (JBSEEL).

The main reception desk is open as follows:

- Term time – Monday to Friday; 07:30 – 20:00, Saturday; 07:30 – 15:30.
- Summer vacation period – Monday to Friday; 07:30 – 18:00, Saturday; 07:30 – 12:00.

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

- All year – Monday to Friday; 07:00 – 20:00, Saturday and Sunday; depending on programme requirements.

The Receptionists are required to work variable shifts within the service hours of both reception desks.

The role

Main responsibilities

- Manage visitors, and provide a professional meet and greet experience.
- Proactively deal with issues raised and be responsible for ensuring they are resolved or escalated promptly. The role holder has the authority to resolve straightforward and routine issues without referring to their supervisor or other members of the Business School.

- Provide concierge assistance to participants and visitors - for example, making taxi and transport arrangements, recommending local shops and tourist attractions, making restaurant reservations etc.
- Deal with telephone enquiries, re-route calls where necessary, passing on messages. Provide information about the Business School and the programmes offered in response to enquiries made in person, over the phone and by email.
- Arrange courier and special deliveries for participants and staff.
- Manage room bookings using a space booking 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.
- Manage the stock room to ensure we have stationary available for staff and students, and keep stock control of all branded material for the executive programmes.
- Keep the reception and front of house seating areas tidy.
- Check the Simon Sainsbury Centre seminar rooms and related areas at the start of the day prior to the delivery of executive programmes to ensure they are ready. Pro-actively resolve any issues that are identified during these checks.
- Act 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 and PC work – includes managing and formulating spreadsheets and databases, making signs and creating mailing lists.
- Liaise with the Facilities Manager, Senior Building Services Technician, Building Services Technician, Custodians, IT department, Servest (cleaning team), Catering and all users of CJBS to ensure best practice and service at all times.
- Work with members of Executive Education and Business School 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.

Other responsibilities

- Provide help for students: issuing locker keys, binding work, photocopying, dealing and recording lost property, responding to requests for help and guidance on a wide variety of issues.
- Issue stationery to staff and students; checking and maintaining stock levels; preparing stationery orders.
- Sort and distribute incoming mail, franking outgoing mail and keeping postage records, forwarding mail, arranging courier collections, monitoring pigeonholes and keeping the post room tidy.
- Provide assistance for external conferences.
- Issue room keys and access cards, keeping a log of both when issued and returned.
- Aiding in the orientation of new staff.
- Handle and record cash sales, ensuring safe custody of cash and passing it to the CJBS accounts office.
- Arrange taxi bookings for staff.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide an application form demonstrating how your own experience meets these requirements:

- Good standard of general education.
- Problem solver mindset.
- Demonstrable 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 and confidentially 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 and services.
- Ability and desire to gain an in-depth understanding of how the Business School and the University of Cambridge works.
- Computer literate and knowledge of Microsoft Office and 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. There will be a three-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £20,600-£23,487 per annum.

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.

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 2 June 2022.

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.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hr@jbs.cam.ac.uk.