Cambridge Judge Business School

Further particulars

JOB TITLE: SENIOR RECEPTIONIST (TEMPORARY COVER)

REPORTS TO: OPERATIONS MANAGER (FACILITIES)

Background

Cambridge Judge Business School (CJBS) is the provider of world-class research and business education, including a 20-month Executive MBA programme, one-year MBA and MPhil courses, PhDs, undergraduate teaching, as well as an extensive executive education programme. There is a vast and growing events programme with many conferences, speakers and other networking events taking place, including during the evenings and at weekends.

The Business School building is listed and was constructed in a dramatic and modern design behind the retained façade of the original Addenbrooke's Hospital – all of which present challenges to the facilities team. CJBS has office accommodation, lecture theatres, seminar and meeting rooms, a common room and dining space providing a social and meeting space, as well as student project and syndicate rooms, a business information centre and a computer lab. The Simon Sainsbury Centre was completed in 2018 and is home to JBS Executive Education. CJBS also occupies three floors of the neighbouring Keynes House along with six houses in Trumpington Street. All users of the Business School central services have high expectations which need to be met.

The role

The role holder is part of the facilities team, a team who manages the buildings and who provides all central services to the whole Business School (staff, students, and guests). CJBS currently has over 900 largely postgraduate students, around 400 faculty and staff, over 25 research centres and substantial executive education business. The Business School’s current plans for growth and development will have a considerable impact on the facilities team with the resulting additional pressure on existing facilities and services.

The role holder provides high-quality reception, information, and customer services for CJBS as well as carrying out administrative duties in support of the Operations Manager and other team members.

Reception is often the first point of contact for visitors, staff, and students (existing and potential) and so can be the first – and abiding – impression of Cambridge Judge. The role holder is expected to be able to deliver customer service excellence and drive continuous improvements and interact in a positive manner with a wide-ranging and demanding clientele. Putting the customer at the heart of service delivery and developing a customer service culture is key to role delivery.

This role will ensure that 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) are managed in a professional manner. They will organise and take part in the rota to ensure that the reception areas are staffed during core business hours and deliver the best possible customer service.
The Senior Receptionist will be responsible for supervising, training and motivating staff and will be responsible for appraising staff at the required intervals.

**Main responsibilities**

**Supervision of staff**

- Supervise reception staff on a day-to-day basis, ensuring that the reception is staffed in line with core operating hours.
- Ensure that an appropriate level of staffing is maintained at all times within reception. Responsible for ensuring that the rota is updated and changes are distributed to staff in a timely manner.
- The Senior Receptionist will be expected to be an integrated team member taking part in the rotas for early and late starts to ensure that the needs of the business are met.
- The Senior Receptionist will be familiar with the detailed tasks of each shift member, meeting regularly with the post-holders to provide support and advice, and prioritising tasks at times of peak workload.
- Responsible for co-ordinating reception activities and ensuring that the receptionists meet the needs of the business on a day-to-day basis including timely answering of all incoming calls, welcoming clients, and visitors and liaising with staff and faculty.
- Allocate work in line with Standard Operating Procedures (SOPs). Review SOPs on an annual basis, and develop SOPs as required.
- Approve requests for leave, ensuring adequate cover of duties. Monitoring time-keeping and absence and undertaking first-line discipline.
- Ensure all reception staff deliver customer service excellence and continuous service improvements putting the customer at the heart of service delivery and developing a customer service culture within the team.
- Liaise with HR about the recruitment of reception staff, induction, identifying training needs, training, staff review and development (annual appraisal).
- Ensure reception areas are kept in a clean and tidy condition and ensure that staff are dressed appropriately.

**Reception and information services**

- Receive telephone calls, emails and faxes and ensure these are responded to in line with SOP.
- Deal with in-person enquiries, receive and book visitors to the Business School and provide visitors badges.
- Deal with demanding customers and requests without compromising on standards and customer service, maintaining the reputation of CJBS.
- Liaise with the Facilities team to ensure the smooth running of the building, including delegation of tasks within the team, eg requesting cleaning, rooms to be rearranged etc.
- Provide visitors with maps and directions as appropriate.
- Order taxis for visitors and staff, maintaining an accurate record (spreadsheet) of taxis booked for accounts.
• Receive incoming University Messenger Service (UMS) distributing this to staff and students. Communicating any changes in delivery to staff. Liaise with UMS to co-ordinate extra collections.

• Co-ordinate the sending of outgoing parcels and signing for, and distributing courier-delivered goods.

• The role holder is responsible for topping up student printing quotas via the computerised IT helpdesk and taking the appropriate fee for this.

• Keep track of general security in the building.

• Manage the facilities helpdesk system for the facilities team by co-ordinating, actioning, allocating, chasing and closing all jobs as required.

Rooms, room booking, car parking, keys, and access control

• Book out seminar and meeting rooms, via the MRM computerised booking system. This includes liaising with staff, students and external organisations as appropriate.

• Be responsible for receiving and dealing with first-line user queries relating to MRM and liaising with Asure and IT in line with agreed procedures.

• Issue office keys and access cards (university cards) to staff. The role holder also issues temporary access cards for students visiting for short periods of time. The role holder also resolves some access card problems, using a specialist access card database.

• Allocate lockers to all students, this may involve taking deposits, allocating keys, refunding deposits and maintaining accurate records. Empty lockers at the end of each year ready to reallocate.

• Allocate and book rooms to accommodate timetables for the various programmes or centres that are run via CJBS, this means ensuring space is allocated to its full advantage.

• The role holder is responsible for allowing authorised entry to the car parking facilities. Dealing with internal staff parking queries and problems, liaising with external car park users to ensure the smooth running of shared access areas.

Administrative/secretarial support

• Take notes at meetings as requested by the Operations Manager.

• Provide general administrative/secretarial support to the Operations Manager.

• Provide administrative/secretarial support to other facilities team members on request from the Operations Manager.

• Draft occasional emails and letters for the Operations Manager.

• Undertake photocopying, typing and filing as requested.

• Carry out other tasks and projects as directed to include cover for other members of the facilities team.

Stationery

• Ensure the ordering and maintenance of adequate stationery stocks required for the department. Keep optimum stock levels whilst preventing excessive stocks. The role holder will take delivery of an order, check the correct items have been received, and distribute them accordingly.
• Be responsible for ordering photocopying paper and other seminar room supplies.
• Provide stationery to staff and students as requested.
• Keep the student seminar rooms stocked with the appropriate stationery.
• Be responsible for laminating and binding documents as requested by students and staff.

Post

• Be responsible for all outgoing post - this involves franked mail (first class, second class, special deliveries and recorded deliveries), courier collections and international post. The role holder must ensure accurate records are kept for accounts so that invoices are reconciled correctly.
• Update credit on the franking machine liaising with finance as necessary.
• Order mail supplies, stamps and consumables.
• Be responsible for forwarding post to staff and students no longer based in the department. This also involves keeping an accurate record of forwarding addresses within the UK and overseas.
• Compile franked mail usage reports as required.

Petty cash

• Maintain the petty cash spreadsheet and be responsible for petty cash, administering charges for a number of items including, postcards, stamps, binding and sending faxes.
• Be responsible for balancing the petty cash tin against items sold.

Lobby area

• Maintain both reception areas, leaflet stands and notice boards ensuring they are kept clean, tidy and up to date.
• Report faults, requesting engineers and refunding monies as necessary for the three vending machines in the lobby.

Emergency and accident incidents

• Act as the first point of contact for anyone who has injured themselves and should ensure a first aider or emergency services are contacted. In less serious situations where first aid is not required the role holder needs to advise the injured person to complete an accident form.
• In the case of fire alarm activation, it is the role holder who must to ensure the procedures relating to reception staff are followed.
• On receipt of a security incident call via internal telephone the role holder will ensure the central security team is informed along with the custodians/facilities team.

Other

• The above is only an outline of the tasks, responsibilities and outcomes required of the role. You will carry out any other duties as may reasonably be required by your line manager.
• The post holder will be required to work some Saturdays depending on the needs of the Business School.
The person

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

• Educated to A-level standard or equivalent with GCSE level in Maths and English.
• Excellent IT skills, including Microsoft Office to include databases and spreadsheets.
• Demonstrable experience in supervising and motivating staff.
• Excellent organisation skills. Ability to work under pressure and manage a varied workload.
• An ability to work on own initiative and able to plan and prioritise own workload to meet the time deadlines and other demands of the role without supervision.
• Administration/reception experience with excellent knowledge of administration and reception processes.
• Have an intuitive service ethos. Willing to buy into the customer service ethos and be able to deliver customer service excellence and strive for continuous improvements.
• Knowledge of a customer services culture within a corporate environment.
• Excellent interpersonal and communication skills, with a professional manner for the management of corporate contacts. Ability to be diplomatic and sensitive whilst maintaining an appropriate level of discretion. A warm, friendly and helpful manner that exudes a real genuine welcome to the Business School.
• The ability to communicate in an empathetic and professional manner whilst remaining calm when dealing with difficult situations.
• The ability to build good working relationships at different levels.
• The role holder must have a flexible approach, be a facilities team player, be self-motivated and have a proven ability to be organised with a methodical approach to work.
• The role holder will have an eye for detail.
• To help develop a creative approach within the facilities team and to help develop a team culture.
• Must have a flexible attitude to the work routine and have a creative approach to problem-solving without the need for close supervision.
• Will be required to work flexible hours in the needs of the service to ensure core Reception hours are always maintained.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range of £24,285-£ 27,929 per annum.

This post is to provide temporary cover and is fixed term for one year or the return of the post holder, whichever is earlier.

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](http://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](http://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](http://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 1 November 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.