



## JOB DESCRIPTION

Post:	<b>Student Services Receptionist/Administrator</b>
Department:	<b>Student Services</b>
Reporting to:	<b>Student Services Team Leader</b>
Salary:	<b>£18,484 per annum</b>
Hours per week:	<b>A minimum of 37.5 hours per week to be worked between Mon-Fri 08:00 – 18:00 and every Saturday between 08:30 – 14:00 (term time only)</b>
Contract Type:	<b>Support/Permanent</b>
Annual Leave:	<b>n/a</b>
Probation Period:	<b>6 months</b>

### **Main Purpose of the Role:**

As part of a team, responsible for the smooth running of a reception facility based in the Student Zone on the Hartpury campus. As Hartpury is residential institution, there is a requirement to open the reception during the weekend and the post holder is required to work every Saturday between 08:30 to 14.00 (term-time only).

### **Main Duties & Responsibilities:**

1. Deal with a wide variety of customers (students, staff and visitors) on the telephone, via email and in person, ensuring they are dealt with efficiently i.e. promptly, professionally and demonstrating excellent customer service skills.
2. Deal with (where possible and appropriate) or 'signpost' all enquiries from students regarding information sources, advice and other requirements e.g. wellbeing, counselling, maintenance and accommodation queries.
3. Manage the issuing of student and staff identity cards and lanyards updating systems as required.
4. Manage the sorting and distribution of incoming and outgoing mail and parcels. This will include notifying residential students of incoming parcels for collection.
5. Responsible for visitor management to include visitor parking and appropriate sign-in procedures to ensure all visitors are provided with key safeguarding information.
6. Responsible for keeping the notice boards in the reception area up-to-date.
7. Complete general administration tasks as directed including the student accommodation damage process.
8. Out of term time, support Hartpury conferencing business including production of key packs and other information for residential guests.



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### **Teaching Posts Only**

For all teaching and related posts, the following duties are specified: formal scheduled teaching; tutorials and student assessment; management of learning programmes and curriculum developments; student admissions; educational guidance and counselling; preparation of learning materials and assessments; marking of student work and examinations; management and supervision of student visit programmes; research and other forms of scholarly activity; marketing activities; consultancy; leadership and staff management; administration and personal professional development. Workloads will be determined in line with your timetabled activity.

### **Other Reasonable Duties**

This Job Description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. In cases, however, where there is a permanent or substantial change in the duties and responsibilities Hartpury reserves the right to amend the job description in consultation with the employee to reflect changes in the duties of the post. This list of duties is not exhaustive and from time to time staff will be asked to undertake any other reasonable tasks in relation to their role.

### **Safeguarding**

Hartpury recognises that it has a statutory and moral duty to ensure that Hartpury safeguards and promotes the welfare of young people and vulnerable adults receiving education and training at Hartpury. It is the responsibility of everyone at Hartpury to protect young people and vulnerable adults and there are procedures in place to minimise risk and ensure appropriate action is taken should abuse be suspected.

You are responsible for familiarising yourself with the Child Protection & Safeguarding Policy and Procedures, the Code of Professional Conduct, the Guidelines on Professional Boundaries and Keeping Children Safe in Education and adhering to these regulations in the workplace. A copy of these Policies and Procedures can be found on the staff intranet.

### **Equality, Diversity and Inclusivity**

It is the responsibility of the post holder to promote equality, diversity and inclusivity across Hartpury. The post holder will undertake their duties in accordance with Hartpury's policies relating to equality and diversity.

Hartpury is committed towards promoting positive mental health by working towards the MINDFUL EMPLOYER Charter. Hartpury aims to create a culture of support within the workplace where employees can talk about mental health problems without the fear of stigma or discrimination

### **Health and Safety**

The post holder will be required to promote health, safety and wellbeing throughout Hartpury. They will also be required to undertake their full duties and responsibilities in accordance with Hartpury's Health and Safety Policies and Procedures.



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## PERSON SPECIFICATION

Requirements	Essential	Desirable	How Assessed (Application Form / Interview / Other)
<b>Qualifications/Training</b>			
Computer Literate to include MS office proficiency	✓		AF
Customer Service/customer care qualification		✓	AF
GCSE or equivalent qualifications in English & Maths	✓		AF
<b>Experience/Key Skills</b>			
Experience of working in a customer focussed environment	✓		AF/IV
Reception desk experience or similar		✓	AF/IV
Worked in a University or College customer focussed environment		✓	AF/IV
Experience of working as part of a team as well as the ability to work under own initiative		✓	AF/IV
<b>Behavioural Competencies</b>			
<b>Excellence</b> With enthusiasm, we work to deliver a high-quality service to meet personal, organisational student and customer expectations. We pursue a 'can-do' attitude in all of the work we deliver ensuring it meets the needs of all current and potential students and customers.	✓		AF/IV
<b>Champion Change</b> With enthusiasm we seek to continually improve and are always receptive to new ideas. We display agility and promote change as an opportunity to apply new skills and foster a learning environment.	✓		AF/IV
<b>Responsibility</b> We take ownership of our work and use our initiative to deliver. We are accountable for our own performance and development, and we take responsibility for our actions and decisions.	✓		AF/IV
<b>Working Together</b> We work with others to reach a common goal; sharing information, supporting	✓		AF/IV



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colleagues and searching out expertise and solutions from relevant partners.			
<b>Trust and Respect</b> We are aware of our impact on others and our use of resources. We value openness and listen carefully to understand the views of others. We promote the values of diversity.	✓		AF/IV

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which Hartpury is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of young people and vulnerable adults. The candidates will also be tested with regard to their openness to diversity.

This post is subject to Hartpury obtaining medical clearance, DBS clearance, and evidence to show eligibility to work in the UK and employment references satisfactory to Hartpury.