

## JOB DESCRIPTION

<b>Job Title:</b>	Reception Supervisor
<b>Grade:</b>	3
<b>Reporting to:</b>	Duty Manager (Reception and ResLife)
<b>Basis:</b>	Full-time 37.5
<b>Responsible for:</b>	Reception Team Members and Casual staff
<b>Budget:</b>	N/A

### Context of the Role:

Falmouth Exeter Plus is a shared services delivery partner for Falmouth University and the University of Exeter in Cornwall. Our team supports the university community with a range of essential services across the Falmouth and Penryn campuses.

### Job Purpose:

The Reception Supervisor leads the front desk function, overseeing the day-to-day operations of reception areas and acting as the main escalation point for complex queries and operational issues. This role ensures a high standard of customer service, supports administrative tasks, and fosters a welcoming and professional environment. The Reception Supervisor also plays a key role in mentoring and supporting reception staff, ensuring service consistency and adherence to policies and procedures.

### Key Duties and Responsibilities:

#### Team Leadership and Supervision

- Line-manage receptionists and casual front desk staff, including scheduling, performance feedback, and support with training and development.
- Act as the first point of escalation for complex enquiries or service issues.
- Ensure consistent service delivery across all reception desks by monitoring performance and customer feedback.
- Support staff wellbeing and promote a positive, inclusive team culture.

**Customer Service & Communication**

- Ensure that all reception areas maintain a high standard of customer service.
- Personally manage escalated or sensitive enquiries with professionalism and discretion.
- Ensure the reception team is trained in communication best practices, de-escalation, and support protocols.
- Lead by example in representing the values of Falmouth Exeter Plus in all interactions.

**Reception Desk Operations**

- Oversee and support day-to-day reception duties such as post handling, issuing visitor passes, and maintaining the professional appearance of reception spaces.
- Monitor and optimise front desk workflows to improve efficiency and response times.
- Maintain service continuity and ensure consistent procedures are followed across both campuses.

**Administrative & Operational Support**

- Provide or delegate administrative support to relevant campus teams as required.
- Supervise the administration of parking bookings, working closely with the Parking Enforcement Officer to ensure policy compliance and customer satisfaction.
- Troubleshoot parking system issues, train staff on relevant procedures, and ensure all enquiries are managed effectively.

**Health & Safety and Security**

- Support emergency response procedures by coordinating with safety teams and ensuring front desk staff are trained in their responsibilities.
- Oversee reporting of maintenance or safety issues and ensure timely escalation and resolution.
- Monitor compliance with access and visitor protocols to maintain security across campus entry points.

**Continuous Improvement**

- Identify areas for service improvement and work with the Duty Manager to implement enhancements.
- Keep up to date with system and policy changes and ensure team-wide awareness.
- Participate in cross-departmental meetings and contribute to service delivery

planning and evaluation.

### **Teamwork & Values**

Collaborate with colleagues across departments to ensure a consistent and high-quality service is delivered.

Promote an inclusive, respectful, and supportive environment aligned with the values of Falmouth Exeter Plus.

### **PERSON SPECIFICATION**

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• GCSE level education or equivalent relevant experience in a similar role</li> <li>• First aid certificate or ability to obtain within a reasonable timeframe.</li> <li>• Mental Health first aid or ability to obtain in a reasonable timeframe.</li> </ul>
<b>Knowledge and experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Experience in a customer facing role.</li> <li>• Experience in supervising or mentoring</li> <li>• Familiarity with MS Office and other office software</li> <li>• Understanding of confidentiality and data protection.</li> </ul>
<b>Skills and attributes</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication</li> <li>• Ability to manage competing priorities and delegate effectively.</li> <li>• Friendly, helpful, and professional demeanour</li> <li>• Ability to stay calm under pressure.</li> <li>• Strong organisational skills and diligence</li> <li>• Able to work both independently and as part of a team.</li> </ul>