

JOB DESCRIPTION

Job Title:	Receptionist
Grade:	2
Reporting to:	Duty Manager (Reception and ResLife)
Basis:	Full-time 37.5
Responsible for:	No staff responsibility
Budget:	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.

The Receptionist plays a key front-facing role in providing a professional and welcoming experience to all visitors, students, and staff, acting as the first point of contact at campus reception desks.

Job Purpose:

Our receptionists work in one or more of our multiple reception areas across Penryn and Falmouth Campuses and provide exceptional customer service ensuring that all enquiries—whether in person, via telephone, or email—are handled professionally and efficiently. Receptionists are responsible for maintaining a welcoming environment, supporting front-of-house services, and providing administrative support to campus teams where needed.

Key Duties and Responsibilities:

Customer Service & Communication

Greet all visitors, students, and staff in a friendly, professional, and helpful manner.

Handle enquiries by phone, email, and face-to-face, ensuring accurate and timely information is given or escalated appropriately.

Maintain a calm and polite approach when dealing with challenging situations or individuals, using effective communication to de-escalate where needed.

Reception Desk Operations

Manage reception duties including post handling, issuing visitor passes, and maintaining the reception area to a high standard.

Monitor and respond to service requests, and ensure follow-up or escalation as needed.

Signposting to relevant teams and services

Administrative Support

Provide general clerical and administrative support to campus services, such as filing, data entry, and updating internal systems.

To administer bookings of visitor parking in line with the car parking policy and, in conjunction with the Parking Enforcement Officer, monitor the use of the space ensuring that users comply with protocols of the service. Check reservations for visitors and check permits have been processed.

Check parking system for payments and investigate any problems with vehicles not being able to exit or pay. An in-depth knowledge of the campus parking policy and the various permit types will be required as these interactions will usually be carried out over the intercom with a customer.

Health & Safety and Security

Report maintenance or safety concerns to relevant departments.

Assist during emergencies by guiding visitors, supporting evacuation procedures, and liaising with safety teams.

Teamwork & Values

Work collaboratively 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

Qualifications	Essential
	<ul style="list-style-type: none"> • GCSE level education or equivalent relevant experience in a similar role • First aid certificate or ability to obtain within a reasonable timeframe • Mental Health first aid or ability to obtain in a reasonable timeframe

	<ul style="list-style-type: none">• ASIST (suicide prevention training) or ability to obtain within a reasonable timeframe
Knowledge and experience	Essential <ul style="list-style-type: none">• Experience in a customer facing role• Familiarity with MS Office and other office software• Understanding of confidentiality and data protection.
Skills and attributes	<ul style="list-style-type: none">• Excellent verbal and written communication• Friendly, helpful, and professional demeanor• Ability to stay calm under pressure• Strong organizational skills and attention to detail• Able to work both independently and as part of a team