

JOB DESCRIPTION

Job Title: Front of House Receptionist

Grade: 2

Responsible to: Front Of House Supervisor

Job Purpose:

The Front of House Receptionist will be working in one or more of multiple Estates reception areas on campus delivering a world-class standard of service for students, staff, the local community and all campus visitors as directed by the Front of House Supervisor.

Main Duties and Responsibilities:

Service Delivery

Give a warm welcome and sign visitors and provide first line assistance to students, staff, contractors and visitors in person, by telephone or online and responding to a wide range of enquiries relating to the breadth of services on offer.

First line triage and efficient and professional referrals to specialist staff where relevant.

Follow the complaint handling procedure. Complaints are to be followed up to ensure resolution of issue(s).

To support the Front Of House Supervisor in maintaining strong and positive relationships with key stakeholders across the partnership, to ensure the effective discharge of reception's role as a single interface to many campus services.

To provide support and cover for the Compass desk as required.

To assist the Front Of House Supervisor in covering the Post Room counter as required.

To support the delivery of all campus events, conferences and activities, including maintaining an annual calendar of events, creating event codes as per procedure and producing parking permits.

To support Front of House Supervisor in maintaining strong and positive relationships with key stakeholders across the partnership, to ensure the effective discharge of reception's role as a single interface to many campus services.

Operating the switchboard and passing on calls to the appropriate person or department. Dealing with cold calls appropriately, any concerns or odd behaviour passed on to line manager.

Informing line manager of any changes you are aware of that need to be made to the directory. Being fully conversant in bomb threat procedures.

Ensure that the Reception area is fully prepared to make an excellent impression for events such as Graduation, Interview Days and Open Days where there is likely to be a high foot fall of visitors to campus.

Service Development

To support the Front Of House Supervisor in developing the service, especially by working with stakeholders, to allow for continuous improvements.

To provide input to the continuous improvement of the service by identifying opportunities for more effective working processes or practices.

Administration

Act as a point of control for contractors on site. Ensuring they sign in, fill in contractor passes, passing them on to their contact person on campus. Control point for work permits (Working at height, Hot works, Electrical & Excavation).

Take receipt of deliveries where appropriate and manage them within the relevant procedure, ensuring that the recipient is contacted for collection.

Taking receipt of hire cars and informing staff of vehicle arrival. Sign vehicle keys in and out as required.

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.

Controlling the main barriers & the AMATA barrier, switching lanes during busy times of day.

Check the Silver Central system for payments and look into 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.

Control the issuance of Mussel Cards through the Mussel Card portal. Contact customers for collection.

Operate within Data Protection protocols.

To maintain appropriate and effective records (parking permit purchases, event codes, lost property received etc) and management information and statistics in relation to the frontline services to help inform the development of the service.

To assist the Front Of House Supervisor in other back of house administrative tasks as and when required.

General Duties and Responsibilities

To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

To promote the Falmouth Exeter Plus Environmental Policy by implementing working practices and procedures that ensure a sustainable approach to the use of the resources and that resources are disposed of in an efficient and environmentally friendly way.

Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.

Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post title: Front of House Receptionist

Attributes	Essential requirements	Desirable requirements
Education / Qualifications	Good level of education or equivalent Computer skills, including the ability to use MS Office effectively.	Recent and relevant work based experience gained in an FE or HE environment
Experience / Knowledge	Relevant experience in a customer relations environment, preferable as a 'front line' member of staff. Ability to work without direct supervision.	Experience of operating a switchboard.
Skills / Personal Requirements	A demonstrable commitment to delivering first class customer services Good organisational skills Able to work within a team. Self-motivated, resourceful and resilient Flexible approach to working hours and willingness to work weekends or out of hours when demands require it Ability to work under pressure Professional telephone manner.	