

Job advert

# Evening Student Services Receptionist 5pm – 8.30pm Mon – Thurs

## Context

**INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.**

## Job Role

As a key member of our Student Services Team, the successful candidate will be responsible for providing a responsive and supportive reception service to staff, students and visitors.

Duties will include;

- Provision of reception service dealing with requests and enquiries in person, on the telephone and via email
- To support and advise students or to assist them in finding appropriate help
- General clerical duties
- To support the student services team in processing, supporting, and monitoring of students
- To develop and maintain effective information systems for students and visitors
- Incoming and outgoing post duties

## Requirements

The successful candidate will have:

- Excellent command of written and spoken English.
- Competent IT skills in Microsoft packages.
- Experience of working in a busy administration role
- Experience of working in a customer-facing environment.
- You will also have good organisational and work management skills and be able to demonstrate

the ability to work with clear systems and processes and produce the required management information.

If you are an excellent communicator with a passion for customer service, good I.T. skills and the ability to work in a dynamic and fast moving environment, we look forward to hearing from you.

## Salary

£8.65ph

## Application Process

If you feel you have the necessary skills, experience and interest for this post, please visit our recruitment pages - <https://intoglobal.com/jobs> and complete the application form, please send all completed application forms to [INTO-recruitment@exeter.ac.uk](mailto:INTO-recruitment@exeter.ac.uk).

Closing Date for applications: 9am Tuesday 25<sup>th</sup> June 2019

Interviews: TBC

## Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**



For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

[www.into.uk.com](http://www.into.uk.com)

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit [www.into-giving.com](http://www.into-giving.com).

## Job description

September 2018

# Student Services Evening Receptionist

### Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner university are equal shareholders.

### Reporting line

The Student Services Evening Receptionist reports to the Head of Student Services and Systems.

### Job Purpose

To provide a professional front of house service for students, staff and visitors, and to assist with student facing services and the day-to-day smooth running of the Centre.

### Key accountabilities and duties

- To portray a positive image of the company as the first point of contact for people inside and outside of the company.
- To assess and resolve wide ranging and often complex student, staff and public queries in person and via telephone/email, and when required forward to the relevant individuals for resolution.
- To be responsible for incoming and outgoing deliveries in Centre and courier deliveries.
- To undertake general clerical and administrative duties as reasonably requested
- Book transport requests for both staff and students and record as per Finance Procedure.
- Collect student assignments for academic programmes
- Be fully aware of and participate in the promotion of Health and Safety, security, and fire regulations.
- To provide first aid when necessary – training will be provided.
- To participate in fire safety procedures as a fire marshal – training will be provided.
- At the end of shift, make sure the building is vacant, secure the building, close all windows, turn out lights when necessary.

**Your job description does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.**

**We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

### Location

INTO University of Exeter

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See next page for person specification...

## Person specification

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate DBS disclosure will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK.</li> </ul>	
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's at grade C or above inc. Maths and English.</li> <li>• Excellent command of written and spoken English.</li> <li>• Competent IT skills in Microsoft packages.</li> </ul>	<ul style="list-style-type: none"> <li>• Administration qualifications (i.e. NVQ).</li> <li>• Qualifications in Microsoft programmes – ECDL or similar</li> </ul>
<b>Personal Qualities/Aptitude/Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and telephone manner with high standards of customer service.</li> <li>• Approachable, warm and friendly with ability to be assertive, polite and constructive.</li> <li>• Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> <li>• The ability to remain calm in pressured situations</li> <li>• Excellent attention to detail.</li> <li>• Ability to be discrete, patient, confidential and sensitive in all issues.</li> <li>• Ability to use initiative, to work independently and form good working relationships with colleagues</li> <li>• Flexibility and willingness to undertake and learn new tasks.</li> <li>• Committed and responsible for promoting and safeguarding the welfare of children and young adults.</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in other nationalities and cultures.</li> <li>• Understanding of international student needs.</li> <li>• Proven ability to deliver high quality customer service.</li> </ul>

<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy reception environment.</li> <li>• Experience of working in a customer-facing environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Some experience of working in an HE or FE environment.</li> <li>• Experience of working with International students.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• IT skills with a familiarity of Microsoft Office.</li> <li>• Good organisational and work management skills</li> </ul>	

## Key Competencies

### Communication

- Verbal communication with all enquirers at reception
- Email communications to colleagues, students and other enquirers as appropriate
- Writing and reporting

### Teamwork

- Working with people
- Adhering to principles and values

### Customer & student focus

- Relating and networking
- Presenting and communicating information

### Role & performance focus

- Delivering results and meeting customer expectations
- Following instructions and procedures

### Solution & ideas focus

- Adapting and responding to change
- Coping with pressure and setbacks