Receptionist and Administrator (part-time)

Job title: Receptionist and Administrator

Department: Operations Team

Responsible to: Head of Operations

We are looking for a friendly and welcoming receptionist to join our administration and operations team. This part-time role will be a job share with another member of staff, and we are looking for somebody able to work Thursdays and Fridays.

As well as providing a welcoming presence at the College’s reception, greeting visitors and handling enquiries, the Receptionist provides administrative support to assist with accommodation and conferences.

Main duties:

1. Receiving and processing all enquiries in person, by email and by telephone effectively and efficiently.
2. Receiving and sorting all incoming mail and parcels, distributing to pigeon holes where possible; franking and posting outgoing mail, and liaising with the Colleges’ Messenger Service.
3. Taking payments for College invoices and student meals top-ups.
4. Issuing and recording keys, and processing University cards for door entry.
5. Maintaining accurate lists of room occupancy both during term and vacation.
6. Processing vacation residence requests and preparing lists of additional charges.
7. Managing bookings of meeting and teaching rooms, including student room booking forms.
8. Allocating rooms for conference guests, creating IT access codes for guests, showing conference guests to their rooms and preparing the College’s welcome booklet.
9. Managing guest room bookings, liaising with guests and the Catering and Domestic team.
10. Responding to, and filtering through, conference and accommodation enquiries.
11. Liaising with conference organisers to determine their schedules and itineraries.
12. Maintaining appropriate stocks of stationery and sundry items, and reporting any issues with printer-copiers to the appropriate contractor.
14. General administrative assistance, including filing, copying, and support to the Heads of Operations and Finance.
15. Any other duty that falls within the overall objective of this role.
Person specification:

Essential:

- Excellent time-keeping and reliability
- Excellent personal presentation
- Fluency in written and spoken English
- Excellent communication skills
- Eligibility to work in the UK
- IT skills, especially Microsoft Outlook, Word and Excel
- The ability to keep calm under pressure or in an emergency
- The ability to exercise discretion, tact and confidentiality when carrying out duties
- The ability to work effectively as part of a team, using initiative when appropriate

Desirable:

- Experience of working in a similar role, especially working with students
- Experience in delivering excellent customer service and responding to students’ needs
- First Aid trained

Hours of work

Thursdays and Fridays, 9am to 5pm. 14 hours per week with a one-hour lunch break. Some flexibility may be required in covering major events or holidays, but advance notice of such work will be given.

Salary and benefits

The pro-rata salary for this role is £7,610, and will be reviewed each year as part of an annual salary review.

The postholder is eligible to join the Oxford Staff Pension Scheme, and the College has a health plan for employees. A free lunch is provided when on duty and when the Hall is open.

As a University Card holder, there will also be other benefits available to you, including discounted bus passes, free entry to many Oxford colleges and the Botanical Gardens, and discounts in some local shops.

There is a total of 13 days holiday a year (including Bank Holidays), which should include 2-3 days over the Christmas/New Year period when the college is closed. Holiday is not normally taken during term time; the May Bank Holidays are normally worked and days taken in lieu during the vacations.

Probation period

There is a probation period of six months. The notice period for the role is four weeks.

Application

Candidates should complete the application form available on the College website: www.rpc.ox.ac.uk/vacancies.

Candidates should also write a covering letter, detailing their interest in and suitability for the post.
Both the application form and covering letter should be sent to Fiona Floate, Regent’s Park College, Pusey Street, Oxford, OX1 2LB, or sent electronically to fiona.floate@regents.ox.ac.uk.

Closing date: 12 noon Thursday 16 August 2018

Interviews

Interviews will be held during the weeks beginning 20 and 27 August 2018. When you apply, please let us know of any holiday plans that may affect your ability to attend an interview.

Equal Opportunities

The policy and practice of the College and the University of Oxford require that all staff are offered equal opportunities within employment and that entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Where suitably qualified individuals are available, selection committees will contain at least one member of each sex.

For monitoring purposes we ask that an equal opportunities form be completed and these are sent out on receipt of an application.

Right to Work

The Immigration, Asylum and Nationality Act 2006 makes it a criminal offence for employers to employ someone who is not entitled to work in the UK. We therefore ask applicants to provide proof of their right to work in the UK before employment can commence. Normally passport with relevant visa, residence permit or EEA ID card suffice. Do not include these documents with your application. You will be sent a request for the relevant information at the appropriate point in the selection process.

Valid NI number

The College is required by HM Revenue and Customs (HMRC) to have a valid national insurance (NI) number for payroll purposes and we request that a valid national insurance number is provided before commencing employment. If applicants are not currently in possession of a valid national insurance number, they should apply without delay to HMRC. For further information please see the HRMC website at https://www.gov.uk/apply-national-insurance-number.