



**Job Title:** Receptionist for Student Led Placement Clinic and Administrative Assistant  
**Grade:** 3  
**Salary:** £23,924 to £24,590 (pro rota if part time)  
**Department:** Healthcare  
**Hours/Contract:** Full time, (job share considered), Permanent  
**Job Family:** Management and Administration  
**Reference:** 12971

## Role Purpose

To provide a first-class reception support and customer service experience, handling and signposting enquiries from internal and external customers, students, academic staff, other areas in the University and external agencies. To provide professional and confidential administrative support to an agreed standard in order to support the aims and objectives of the placement clinic. To Provide general administration to contribute to the wider activities of the Clinical Audit and Placement Team.

## Main Duties and Responsibilities

### Reception Duties:

- Welcome all visitors/enquirers to the Clinic.
- Complete day-to-day bookings for the clinic via email/phone/face to face onto the system.
- Take card payments as service users arrive.
- Provide support for the day-to-day management of tasks, including maintaining telephone/emails/printing/photocopying and collection and distribution of mail
- Circulate information to internal and external stakeholders, e.g. events, news and announcements via social media.
- Arrange for the clinic laundry to be cleaned.
- Receive and respond to every day enquires from internal staff and external clients. These queries could be face to face, by telephone or email referring to appropriate colleagues when necessary.

### General Office Duties:

- Ordering of replacement stock for the clinic and record keeping/auditing of stationery, equipment, water cooler refills, kitchen items.
- Support with IT systems within the clinic on a day-to-day basis
- To work closely with the clinic team to support with the smooth running of the clinic.
- To attend meetings as required.
- Support service users, carers and students with parking and travel enquiries.
- Arranging and supporting meetings and events as required: booking meeting rooms, catering and AV facilities, arranging teleconferences, as well as ordering and checking AV equipment for meetings.
- Supporting external colleagues travelling for meetings by organising parking arrangements when required.

## Internal and External Relationships

- Meeting and greeting service users, carers and students - daily basis





- Clinic Lead and clinic team – daily basis
- Operations and Business Administration Manager – Weekly
- Programme administrator – as required
- Other academic staff – as required

**Planning and Organising**

The post holder is expected to:

- Be responsible for the maintenance and smooth operation of reception dealing with both internal and external customers.
- Manage their own time, work autonomously - but with the support of the Audit and Quality Placement Manager
- Follow agreed processes and procedures when responding to various requests.
- Carry out defined tasks according to detailed instructions and to an appropriate standard.

**Qualifications, Knowledge and Experience**

**Essential**

- Either educated to GCSE level or equivalent with previous experience working in a comparable administrative support role within a customer service environment or substantial experience working in a comparable administrative role\*
- Previous experience of providing reception support
- Good working knowledge of relevant IT Systems including MS Office\*
- A demonstrable understanding of working in collaboration with stakeholders operating at various levels within a higher education setting

**Desirable**

- Previous experience of providing administrative and organisation support, preferably within a higher education setting

**Skills, Abilities and Competencies**

**Essential**

- An understanding of the importance of meeting customer needs and providing a high quality service
- Ability both to work as a member of a team and also to demonstrate independent working and initiative
- Excellent verbal, written, numerical and communication skills \*
- Able to demonstrate accuracy and attention to detail\*
- Able to adjust to a new situation and changing priorities in a reactive working environment

**Desirable**

- Basic understanding of relevant policies and procedures in the wider university context, as they affect the role
- Ability to apply relevant Health and Safety and other University policies and procedures

***\*Criteria to be used in shortlisting candidates for interview***





## Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

## Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

## University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

## Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

## Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

