**Job Title:** Administrative Receptionist  
**Grade:** 3  
**Salary:** £17,079 to £19,202 per annum  
**Department:** AccessAbility Centre  
**Hours/Contract:** Full-time, permanent contract  
**Job Reference:** 379

**Role Purpose**  
To provide a high quality administrative receptionist service as well as the delivery of excellent customer service to students, all University staff working with disabled students, parents and visitors to the Centre.  
To have a high degree of responsibility for accurate and efficient administration of student records which are vital to income generation and audit success.

**Resources Managed**  
- Centre processes and administration  
- Centre software systems

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<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<tr>
<td>• To provide a friendly first point of contact and customer service to all disabled students, their parents, visitors and University staff working with disabled students on a day to day basis as well as on Open Days and UCAS visit days and to provide accurate information about the support and services available to disabled students in the AccessAbility Centre and across the University</td>
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<td>• To receive and answer varied front line enquiries and requests from Centre users, (whether by e-mail, in person or by telephone) in a professional and timely manner using discretion to resolve straightforward queries and proffer advice and support for the completion of required forms, asking for support from senior colleagues as required</td>
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<td>• To take appropriate action on the post-holder’s initiative to respond to difficult phone calls and situations involving students and others</td>
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<td>• To administer the relevant systems, in both paper and electronic formats, for student appointments, including and SMS reminders, on a daily basis using Microsoft Outlook and Target Connect with complete independence - using initiative to prioritise appointments and meetings to ensure the time of Study Advisers and the Head of Centre is maximised and efficiently utilised</td>
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<td>• To work in an accurate and timely manner administering various systems which meet audit and GDPR requirements</td>
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<td>• To update, file, and archive electronic and paper student records and record systems (eg SITS, and Target Connect, Centre databases); maintaining day to day records and updating HESA data, contributing ideas and solutions to enhance the efficiency of the administration and role</td>
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Job Summary

- To be familiar with the Disabled Students’ Allowance (DSA) application process to enable the processing of applications for the DSA including liaison with Student and Academic Services when necessary
- To deal with the issue, return and maintenance of small items of loan equipment for students

Internal and External Relationships

- University and Centre staff on a daily basis
- Disabled students on a daily basis
- Educational Psychologists and specialist dyslexia assessors three days a week
- Sessional Study Advisers and disability support workers both in-house and from external agencies daily
- Prospective students, parents and visitors for Open Days, UCAS visit days or transition visits
- Contact from Assessment Centres (which assess students for DSA) and numerous DSA awarding bodies

Planning and Organising

- Planning and organising of personal workload to ensure the smooth running of the service on a daily basis
- Using initiative and judgement to triage and prioritise appointments in staff diaries and manage change at short notice
- Managing the distribution of relevant paperwork, e.g. the Assessed Work Cover Sheets to students, the Exams Office and departmental AccessAbility Tutors in a timely manner
- Organising the archive and shredding of records in accordance with the University’s Retention Schedule
- Organising an annual cycle of work and ensuring its completion

Qualifications, Knowledge and Experience

Essential

- Relevant work experience of general reception duties in an educational setting*
- Minimum of 5 GCSEs including Maths and English at Grade C or above or equivalent qualifications*
- Demonstrable previous experience of working with disabled people within a customer facing environment with a high focus on quality service*
- Willingness to participate in training in disability awareness and high level customer service
- Awareness and application of confidentiality and data protection regulations

Desirable

- Awareness of, or a willingness to participate in, training on equality legislation
- Knowledge of DSA procedure
- Willingness to work occasional Saturdays to cover Open Days

*Indicates essential qualifications, knowledge and experience.
# Skills, Abilities and Competencies

## Essential
- Demonstrable excellent customer service skills*
- Demonstrable ability to work effectively as part of a team*
- Accurate written,* numeracy and verbal communication
- Proven ability to work with a high level of attention to detail
- Competent in Microsoft Office (Word, Outlook and Calendar, Excel) and use of standard office equipment*
- Demonstrate flexibility and a willingness to take on a variety of tasks depending on operational needs
- An awareness of, and ability to work within, professional boundaries
- Maturity and ability to remain calm in the face of students with volatile conditions or in distress
- Attend or complete mandatory training and any additional training as required

## Desirable
- Working knowledge of, or a willingness to learn, specialised software as used by disabled students (e.g. Read and Write Texthelp Gold (reading software for specific learning difficulty students), Inspiration (essay planning software), Zoomtext (screen enlargement software for visually impaired students), CCTV (an enlargement reading device for visually impaired students), screening/initial assessment software for specific learning difficulty students, and so on)

*Criteria to be used in shortlisting candidates for interview

## VITAL

The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.

## Equality and Diversity

We believe that equality, 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.