Westminster College, Cambridge: Application Procedure

Position – Receptionist (Full time – 36.5 hours)

Thank you for your interest in working for Westminster College. We are enclosing a Job Description and Person Specification for the position you are interested in together with an Application Form and an Equal Opportunities Monitoring Form.

How to apply:
Please read through all the information carefully before beginning your application.

Please complete the enclosed application form. You should fill in the form step by step, noting the following points:

- Make sure the information given is accurate by checking for errors after you have filled in the form.

- **The supporting statement is your opportunity to tell us about yourself.** In answering this section, it is important to provide evidence of your knowledge and skills as they relate to the post. Merely stating that you are good or competent at something is of less value than if you are able to support your statements with work based examples. Please do not assume that we have prior knowledge of your capabilities.

- If you need to use additional sheets for the supporting statement (and elsewhere on the application form) then please do so clearly stating which part of the application form the sheet relates to.

Please reply promptly. There is no closing date but we wish to fill positions as soon as possible and applications will be reviewed when received. We are happy to receive the application as a hard copy but prefer email. Applications by post should be marked ‘Confidential’ on the envelope.

Please direct any queries or return completed applications to:

Mrs Emma Brown
Administrative Services Manager
Westminster College, Madingley Road
Cambridge CB3 0AA

Email: ed365@cam.ac.uk   DDi: 01223 33 06 31

For a confidential discussion on any aspect of the job or your application please telephone Mrs Brown directly, as above. We should be grateful if you would also complete and return the enclosed Equal Opportunities Monitoring form. Completion is entirely voluntary.
Westminster College, Cambridge: Job Description

Position: Receptionist
Full time – 36.5 hours per week
University grade 1 – £15,052 to £17,399

Reporting to the Office Manager as a member of the College’s reception team you will help to provide reception and administrative services for visitors, other support staff, the Senatus and students. You will be well organised, have good people skills and be a competent administrator with high personal standards. You will take initiative and participate fully in the smooth running of the college reception.

You will be helpful and friendly, have a “can do” attitude and understand the need for general and flexible support across this important team.

You will respect the Christian ethos of the College and its role as a resource centre for learning within the United Reformed Church.

General responsibilities
- Work in a pro-active manner.
- Take professional responsibility for your own work.
- Manage your time and establish priorities.
- Produce a high standard of work.
- Take initiative and think ahead.
- Respect confidentiality in relation to students, staff and visitors.

Particular responsibilities
You will:
- Provide reception and front of house requirements for students, visitors and other guests including accommodation, meeting room and dining bookings; meeting, greeting and assisting guests and visitors generally including:
  - Recording bookings on the colleges room booking system
  - Looking after College key systems
  - Helping to prepare and maintain visitor documentation
  - Keeping records of meals and other sales, collecting money for room bookings, meals and other sales and carrying out Petty Cash transactions
  - Providing general reception duties and dealing with telephone enquiries.
  - Looking after car parking
  - Organising refreshments for guests and meetings as reasonably requested
- Provide a range of administrative services including:
  - Photocopying and booking meeting-rooms
  - Keeping everyone informed in relation to your work
  - Helping to maintain and keep College records and databases and preparing documentation
  - Dealing with incoming and outgoing post shift dependant
- Liaise with the College Handyperson to ensure repairs are carried out.
- Help with setting up rooms to meet teaching and visitor needs.
• Assist visitors with their requirements and liaise with other departments to fulfil requirements as necessary
• Carry out specific tasks as agreed.
• Provide general assistance to the Office Manager and carry out other tasks, commensurate with the position, as may be specifically requested from time to time.

Other Matters
You will have a flexible approach to working hours and respect the shift rota system.

You will familiarise yourself with and at all times comply with regulations, policies and procedures of the College.

You will at all times act in the best interests of the College.

You will act within any boundaries agreed with the Office Manager or Bursar from time to time.

Expected Standards
• Communication: Communicate effectively with colleagues and internal and external contacts.
• Equality & Diversity: Act in ways that support a culture which promotes equality and values diversity.
• Health Safety and Security: Act in ways that protect own and others' health safety and security.
• Customer Service: Deliver excellent customer service.
• Personal Development: Take responsibility for own personal development and develop skills and knowledge to enable effective work performance.

Further details available in Expected standards document

June 2017
Westminster College, Cambridge: Person Specification

Position: Receptionist

People Skills
- Good at “meet and greet” reception duties and giving a warm welcome
- Helpful and friendly
- Respect for residents and visitors
- Patience
- “Can do” attitude
- Able to work as part of a team
- Respect for the Christian ethos of the College

Personal attributes
- Organised, able to plan ahead and prioritise tasks
- Pro-active, able to take initiative
- High standard of, and pride in, work
- Able to understand, anticipate and contribute
- Able to engage at all levels
- Professional approach
- Smart appearance
- Prepared to train and develop
- Flexible approach generally to hours of work and provision of support

Skills
- Able to work with a computerised booking system
- Good general administration skills
- Good level of Computer literacy in Microsoft office packages

Background
- Reception
- Demonstrable relevant training and experience
- Does not have to have Church/education experience

Other
- Helpful and flexible in relation to holiday and rota cover
Westminster College, Cambridge: Job Application Form

Job Applied for:  
*Receptionist, Full Time, 7am starts, 11pm finishes, able to work any day of the week*

<table>
<thead>
<tr>
<th>Surname:</th>
<th>Contact Telephone Numbers:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Please indicate convenient times for us to contact you. Discretion will be used when contacting you at work.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Name(s):</th>
<th>Home:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th>Work:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
<th>Mobile:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you need a work permit to take up employment in the UK?

Do you require any special arrangements for interview and/or to help you take up this role?

**Rehabilitation of Offenders Act 1974**  
Do you have any convictions which are not ‘spent’ within the meaning of the Act?  
If so please give full details.

**Education**  
Please list all schools and colleges you have attended and qualifications achieved  
e.g. - GCSEs, A Levels, vocational qualifications, degrees etc. List the most recent first.

<table>
<thead>
<tr>
<th>From - To Month/Year</th>
<th>School/College</th>
<th>Examinations Taken</th>
<th>Results awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Employment and Work Experience

Please describe briefly any work (whether paid or unpaid) which you have undertaken. List the most recent first. If you need to continue on a blank sheet, please do so.

<table>
<thead>
<tr>
<th>From – To</th>
<th>Employer</th>
<th>Job Title/Responsibilities</th>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Professional Qualifications and Other Training

Please give details of any professional qualifications you may have achieved and courses you have undertaken which you feel are relevant to the advertised role.

<table>
<thead>
<tr>
<th>From – To</th>
<th>Employer</th>
<th>Job Title/Responsibilities</th>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific Skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please give details of any specific skills, such as experience with computer packages and any other information not covered elsewhere, which is relevant to your application.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Interests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please give details of any personal interests and activities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain why you have applied for this job, outlining relevant qualifications and experience as they related to the job description. Emphasise why you consider yourself to be a strong candidate and what you feel you can bring to the role. Please use a further sheet of paper if necessary.</td>
</tr>
</tbody>
</table>
### References

Please give details of two individuals, not related to you, who will provide employment references. One of these must be your present or most recent employer. The other should be a person who is able to comment on your ability to perform the role for which you are applying.

Please note that references will not be approached prior to interview and your permission will be sought before any contact is made.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How is the referee known to you?</td>
<td>How is the referee known to you?</td>
</tr>
<tr>
<td>Position:</td>
<td>Position:</td>
</tr>
<tr>
<td>Address:</td>
<td>Address:</td>
</tr>
<tr>
<td>Telephone:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>E-mail:</td>
<td>E-mail:</td>
</tr>
</tbody>
</table>

### Availability

Please give the date from which you are available for employment.

<table>
<thead>
<tr>
<th>Availability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Please give the date from which you are available for employment.</td>
<td></td>
</tr>
</tbody>
</table>

### Declaration

1. I acknowledge that an appointment, if offered, will be subject to satisfactory references which are acceptable to Westminster College, Cambridge.

2. I declare that the information given on this form is correct and understand that on appointment any misleading statements or deliberate omissions will be regarded as grounds for disciplinary action.

<table>
<thead>
<tr>
<th>Signed:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (please print)</td>
<td></td>
</tr>
</tbody>
</table>

*Please follow the accompanying instructions on where to return your completed form to.*

Westminster College, Madingley Road, Cambridge CB3 0AA
Main Office: 01223 33 06 33
Email: admin@westminster.cam.ac.uk
www.westminster.cam.ac.uk
Westminster College, Cambridge: Equal Opportunities Monitoring Form

In the interests of monitoring our recruitment procedures we would be grateful if you could answer the questions below. We will separate this from your application and it will not take any part in the selection process. Please note that completion of this form is entirely voluntary.

Thank you for your help.

Please tick as appropriate:
☐ Male
☐ Female

What is your Nationality? ...........................................................

How would you describe your ethnic origin?
☐ White ☐ Black-African ☐ Black - Caribbean
☐ Black – Other ☐ Indian ☐ Bangladeshi
☐ Pakistani ☐ Chinese
☐ Other (please specify): ................................................................

Do you consider yourself to be disabled?
☐ Yes ☐ No

If yes, what is the nature of your disability?

If selected for interview will you require any specific assistance or aids?

Please follow the accompanying instructions on where to return your completed form to.

Westminster College, Madingley Road, Cambridge CB3 0AA
Main Office: 01223 33 06 33
Email: admin@westminster.cam.ac.uk
www.westminster.cam.ac.uk
We are currently recruiting for the following positions within our Reception team:

- Do you have a customer service background?
- Are you looking for varied hours?
- Are you a people person with good attention to detail?
- Then you might be just who we are looking for!

Receptionist - Permanent - Full Time 36.5 hours - includes weekends
We’re currently recruiting a full time receptionist to work in our busy Reception office here at Westminster College. The ideal candidate will have a good level of written and spoken English, be confident in working alone and have a flexible approach to working hours. Working 7am-3pm and 3pm-11pm shifts on a rota basis, including weekends, the ideal candidate will be flexible and have a background in hotel and hospitality and will enjoy working on a busy reception desk. Reception is the first port of call for many of our clients, whether they are students, church members, conference delegates or bed and breakfast guests and we value great customer service.

For further details and to apply, please refer to the pdf version job pack, available as a pdf for printing and completing by hand, or the doc version job pack for completing electronically. There is no closing date but we are seeking to appoint soon. Please return completed packs, marked as private and confidential, to Emma Brown, Westminster College, Madingley Road, CB3 0AA or to ed365@cam.ac.uk.