**Westminster College, Cambridge: Application Procedure**

**Position: Receptionist**

Are you friendly? Love working in a busy environment with lots of different people from all walks of life? Then we need you! We are looking for a full-time receptionist with lots of enthusiasm, who is confident working on their own as well as being part of a bubbly team.

We are enclosing a Job Description so you can see what a typical day might look like, and an Application form if you’d like to join us. Don’t miss a great opportunity!

**How to apply:**

To apply please complete the application form and return to details stated below.

Applications will be reviewed immediately. We are happy to receive the application as a hard copy or by email. Applications by post should be marked ‘Confidential’ on the envelope.

The closing date for applications is 12 noon on 2nd January 2019.

**Please reply to:**

**Emma Brown**

**Office Manager**

Westminster College, Madingley Road

Cambridge CB3 0AA

Email: ed365@cam.ac.uk

For a confidential discussion on any aspect of the job or your application please telephone Emma Brown on 01223 33 06 31.

**Westminster College, Cambridge: Job Description**

**Position: Receptionist**

 **Full time – 36.5 hours per week**

 **University grade 1 - £17,082 to £18,709**

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
* Take initial responsibility for evacuating the building, collecting visitor, residents and staff lists, recording names of those safely evacuated and if necessary calling (and where appropriate, cancelling) the Fire Brigade in the event of a fire or similar building emergency.
* 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.
* Provide general assistance and other duties as assigned by the Principal or Line-Manager.

**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***

**Person Specification**

| ***ESSENTIAL*** | ***DESIRABLE*** | ***MEASUREMENT*** |
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| 1. **Education and Training**
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| * GCSE Grades A to C or Scottish Standard Grades. Secretarial training and qualifications. BTEC First Diploma. Training to City & Guilds, level 2. (NVQ-2).
 | * Additional spoken or written languages would be helpful
 | Application Form / Interview |
| 1. **Relevant Experience**
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| * Some skills and aptitudes are necessary and a 3 - 6-month learning period is required in addition.
* Recent and relevant experience working in a reception based environment
* Experience of working independently
 | * Experience of a hotel reception environment
* Experience of working for a non for profit organisation
* Experience of working in a in similar organisation and environment (Oxbridge)
 | Application Form / Interview |
| 1. **Special Knowledge and Skills**
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| * Good organisation skills
* Ability for customer service
* Excellent presentation and professional approach to customer service
* Respect for the Christian ethos of the College
* Respect for all College visitors (including customers, volunteers and URC colleagues or members)
* Intermediate level of computer literacy in Microsoft office packages
* Ability to work with a computerised booking system
 | * Experience of working with a CRM system (i.e. Kinetics or Alacer)
 | Application Form / Interview / Skills test at Interview |
| 1. **Special Qualities and Aptitudes**
 |
| * Good communication skills
* Proven capacity to work alongside others
* Pro-active, able to take initiative
* Helpful and friendly with a ‘Can do’ attitude
* High standard of, and pride in, work
* Able to understand, anticipate and contribute
* Able to engage at all levels
* Professional approach
* Prepared to train and develop
* Discreet and sympathetic
* Must have a good level of general office skills
* Able to take on specific responsibilities
* Calm, understanding and patience approach with guests
 |  | Application Form / Interview / Skills test at Interview |
| 1. **Any other requirements**
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| * A willingness to work flexibly across the year, as the role involves 7am starts and 7pm finishes with some 12-hour shifts on a rota basis, including weekends.
* Living within 20 miles’ radian or 45 minutes from the College for easy travel with your own transport or walking/cycling distance of the College as shifts start at 7am, 7 days a week so public transports might be limited for long distance at the week-end.
 | * Living within 20 miles radian or 45 minutes from the College for easy travel
* Own transport
 | Application Form / Interview |

*December 2019*

**Job Application Form**

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| Job Applied for: ***Receptionist, Full Time (36.5 hours over a range of shifts, including 7am starts and 7pm finishes, Monday to Sunday)*** |

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| Surname: |  | Contact Telephone Numbers: |
| First Name(s): |  | Please indicate convenient times for us to contact you. Discretion will be used when contacting you at work.Home:Work:Mobile: |
| Address: |  |
| Email: |  |

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| 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? If so, please give details of any special arrangements or adjustments you would require to attend interview. |
| **Rehabilitation of Offenders Act 1974**In order to protect the public, the post you have applied for is exempt from certain provisions of the Rehabilitation of Offenders Act 1974. You are therefore required to disclose all and any past or pending cautions or convictions, whether spent or otherwise, unless it is a “protected caution” or a “protected conviction” under the terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. All information provided will be kept in the strictest confidence and only used for the purpose of assessing your suitability for the post you have applied for.Please specify below details of all and any past or pending cautions or convictions, either spent or otherwise, except for protected cautions or convections. If you have no past or pending cautions or convictions, please specify “none.  |

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| **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.** |
| From – ToMonth/Year | School/College | Examinations Taken | Results awarded |
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| **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. |
| From – ToMonth/Year | Employer | Job Title/Responsibilities | Achievements |
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| **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. |
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| **Specific Skills** |
| 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. |
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| **Personal Interests** |
| Please give details of any personal interests and activities. |
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| **Supporting Statement** |
| 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. |
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| **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. |
| Name: | Name: |
| How is the referee known to you? | How is the referee known to you? |
| Position: | Position: |
| Address: | Address: |
| Telephone: | Telephone: |
| E-mail: | E-mail: |

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

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| **Consent** |
| 1. I hereby give my consent to Westminster College, who are processing the data supplied on this application form, **only for the purpose of recruitment and selection**, for a maximum of six months.

*Please select*🞎 Yes 🞎 NoSigned: Date:Name (please print):  |

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| **Declaration** |
| 1. I declare that the information I have given on this form is, to the best of my knowledge, true and complete. I understand that if it is subsequently discovered any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed.
2. I accept that if my application is successful, this application form will form part of my Personnel file and, in that case, I consent to the data on it being processed for all purposes in connection with my employment.

Signed: Date:Name (please print) |