

## Westminster College, Cambridge: Job Description

**Position:**     **Reception and Front of House Assistant**  
Full time, Part Time or Casual  
University grade 1 - £11.40 per hour or £21,697 per annum (pro-rata for part time)

Reporting to the Manager, Accommodation and Operations as a member of the College's reception team you will help to provide reception and administrative services for visitors, staff, Senatus and students. You will be well organised, have good people skills and be a competent administrator with high personal and presentation 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 Manager, Accommodation and Operations and carry out other tasks, commensurate with the position, as may be specifically requested.
- 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 Manager, Accommodation and Operations 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
<b>1. Education and Training</b>		
<ul style="list-style-type: none"> <li>GCSE Grades A to C or Scottish Standard Grades. Secretarial training and qualifications. BTEC First Diploma. Training to City &amp; Guilds, level 2. (NVQ-2).</li> </ul>	<ul style="list-style-type: none"> <li>Additional spoken or written languages would be helpful</li> </ul>	Application Form / Interview
<b>2. Relevant Experience</b>		
<ul style="list-style-type: none"> <li>Some skills and aptitudes are necessary and a 3 - 6-month learning period is required in addition.</li> <li>Recent and relevant experience working in a reception based environment</li> <li>Experience of working independently</li> </ul>	<ul style="list-style-type: none"> <li>Experience of a hotel reception environment</li> <li>Experience of working for a non for profit organisation</li> <li>Experience of working in a in similar organisation and environment (Oxbridge)</li> </ul>	Application Form / Interview
<b>3. Special Knowledge and Skills</b>		
<ul style="list-style-type: none"> <li>Good organisation skills</li> <li>Ability for customer service</li> <li>Excellent presentation and professional approach to customer service</li> <li>Respect for the Christian ethos of the College</li> <li>Respect for all College visitors (including customers, volunteers and URC colleagues or members)</li> <li>Intermediate level of computer literacy in Microsoft office packages</li> <li>Ability to work with a computerised booking system</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with a CRM system (i.e. Kinetics or Alacer)</li> </ul>	Application Form / Interview / Skills test at Interview
<b>4. Special Qualities and Aptitudes</b>		
<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Proven capacity to work alongside others</li> <li>Pro-active, able to take initiative</li> <li>Helpful and friendly with a 'Can do' attitude</li> <li>High standard of, and pride in, work</li> <li>Able to understand, anticipate and contribute</li> <li>Able to engage at all levels</li> <li>Professional approach</li> <li>Prepared to train and develop</li> <li>Discreet and sympathetic</li> <li>Must have a good level of general office skills</li> <li>Able to take on specific responsibilities</li> <li>Calm, understanding and patience approach with guests</li> </ul>		Application Form / Interview / Skills test at Interview
<b>5. Any other requirements</b>		
<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Living within 20 miles radian or 45 minutes from the College for easy travel</li> <li>Own transport</li> </ul>	Application Form / Interview

February 2023