

## Job description and selection criteria

<b>Job title</b>	<b>Receptionist (maternity cover)</b>
<b>Division</b>	<b>Social Sciences</b>
<b>Department</b>	<b>Blavatnik School of Government</b>
<b>Location</b>	<b>Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG</b>
<b>Grade and salary</b>	<b>Grade 3: £19,612 - £22,417 (with a discretionary range to £24,461) per annum</b>
<b>Hours</b>	<b>Full-time</b>
<b>Contract type</b>	<b>Fixed term for 10 months</b>
<b>Reporting to</b>	<b>Front of House Supervisor</b>
<b>Vacancy reference</b>	<b>143857</b>
<b>Additional information</b>	<b>Start and finish hours may vary dependant on which Reception is being staffed</b>

### The role

At Blavatnik School of Government, our vision is of a world better led, better served and better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, and we have no shortage of exciting content: cutting-edge research into topical issues, students from all over the world with amazing stories to tell, and visitors ranging from heads of government to Nobel laureates.

Along with the Front of House Supervisor, the Reception will be the first point of contact for all individuals visiting the School's, including staff, students and visitors, and all incoming enquires. You will also provide a wide range of administrative support for the School's administrative teams, as well as maintaining relevant School mailing lists.

You should enjoy working with people and have a competent, professional manner in dealing with customers face-to-face, and possessing a clear understanding of the important aspects of customer service. They should have a good understanding of



standard administrative procedures, excellent communication skills and the ability to relate to a wide range of people.

A flexible approach is required to working hours and the post holder will be expected to cover additional hours or swap shift patterns from time to time.

This post is to cover the absence of the substantive postholder, who is taking a period of maternity leave. The post is available until the actual return of the substantive postholder, or the resignation of the substantive postholder and employment of a new postholder, whichever is the earliest.

## **Responsibilities/duties**

Responsible for the main reception point of the building, duties will include:

- Meet and greet service to all members of staff and visitors to the building. Welcome students/staff/visitors to the School and provide assistance as necessary, including directing them to the appropriate area, dealing with queries and making travel arrangements
- Ensure that security is maintained by checking ID cards or following specific building protocols: Receiving and vetting all visitors to the building ensuring that they have legitimate business in the School, issuing access cards as necessary and ensuring cards are returned; and providing guidance and advice where required
- Providing a range of support, though not limited to, the following four teams within the School: Facilities, Events, HR and Administration
- Responsible for dealing with enquiries and taking the necessary action to deal with any problems which arise
- Working closely with the Facilities Team to deal with building contractors including arranging maintenance visits to the School and understanding the contractors' needs e.g. parking requirements, and checking to ensure any works undertaken will not interfere with School activities such as teaching, events, etc.
- Being the first point of contact for the External Event enquires which the School generates through the Conference Oxford platform. Being the lead decision maker for all initial enquiries, determining whether the School is able proceed with the booking and forwarding the client on to the Events Officer if it is a potential booking
- Logging all external event enquires that cannot be taken forward in a clear and concise manner. This information is then included in regular event updates to the School's Senior Management Team
- Being one of the first points of contact for guests/delegates attending both School and external events. Providing general information on the event and the building. Liaising with event managers through the event and supporting where necessary

- Preparing and issuing Wi-Fi passwords for visitors and event guests/delegates
- Providing advice and guidance on events and lectures to internal and external individuals
- Managing the reception email account and the School's general enquires account, responding promptly to all emails or forwarding to relevant colleagues as required
- Attending and representing the Front of House Team at the weekly Starters and Leavers meeting. Taking minutes and updating line manager accordingly
- Maintain information on databases such as managing internal communications namely the telephone list and internal mail list
- Checking all travel insurance forms and risk assessments and provide monthly updates central Insurance team
- Conducting weekly checks of the School's merchandise/branded goods for the School's online shop. Process order collections and place orders for repeat stock where necessary
- Alert relevant staff of security or building issues including contacting University Security Services or Facilities when necessary. Furthermore, if required, perform the role of Head Fire Marshall in the event of any fire alarm activation. If required, perform the role of primary first aider
- Managing the reception desk during the absence of the Front of House Supervisor to include training new and temporary reception staff and provide ongoing guidance where necessary
- Monitor and maintain stationery and refreshment supplies
- Receiving and recording deliveries of mail
- Managing vehicular access
- Issuing and programming of access cards
- Any other reasonable management requests related to the efficient management of the reception and the building.

## **Pre-employment screening**

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions

or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: [www.ox.ac.uk/about/jobs/preemploymentscreening/](http://www.ox.ac.uk/about/jobs/preemploymentscreening/).

## **Selection criteria**

### **Essential**

- The person appointed must enjoy working with people and have a competent, professional and courteous manner in dealing with customers face-to-face.
- A good understanding of standard administrative procedures, evidenced by formal secretarial/administrative qualifications (e.g. NVQ Level 2 Business Administration or RSA Diploma) or work experience at a similar level.
- Ability to use standard computer programs (Outlook, Word, Excel)
- Demonstrable ability to communicate effectively in English, both in speech and writing
- Possess inter-personal skills needed to relate to a wide range of people, particularly when responding to requests and enquiries; and have a good telephone manner
- A good understanding of issues around confidentiality
- Have a willingness to learn new skills including attendance on a suite of training deemed appropriate for the role
- Be smart and presentable including the wearing of uniform if the need arises
- Thorough understanding of good customer service is required
- Flexible approach and be able to cover additional hours as the operation requires
- Be self-motivated and to work effectively, knowing when to refer matters to others

### **Desirable**

- Experience in a similar position
- Knowledge of the University

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010. We accept around 120 MPP (Master of Public Policy) students and five doctoral students a year.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

For more information please visit: [www.bsg.ox.ac.uk](http://www.bsg.ox.ac.uk).

## Social Sciences Division

*[Include a description of the division if considered relevant to the post.]*

For more information please visit: [www.ox.ac.uk/xxxx](http://www.ox.ac.uk/xxxx)

## How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at [www.ox.ac.uk/about/jobs/supportandtechnical/](http://www.ox.ac.uk/about/jobs/supportandtechnical/).

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of **two / three** referees and indicate whether we can contact them now.

**You will also be asked to upload a CV and a supporting statement.** The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants). **If you are using the application form with inbuilt supporting statement there is no facility for applicants to attach documents so this paragraph should be removed.**

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename. **(Customise this statement to confirm the document(s) you would like the applicant to attach, but make sure that you keep the reference to PDF. See section 1.4 of QRG [REC01 Creating a Vacancy \(Recruitment and Personnel\)](#) for guidance on selecting the appropriate application form).**

All applications must be received by **midday** on the closing date stated in the online advertisement.

#### **Information for priority candidates**

*A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).*

*If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).*

Should you experience any difficulties using the online application system, please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk). Further help and support is available from [www.ox.ac.uk/about\\_the\\_university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/). The University's Policy on Data Protection is available at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/).

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69<sup>th</sup> birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: [www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/](http://www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/).

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits).

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and [www.sport.ox.ac.uk/oxford-university-sports-facilities](http://www.sport.ox.ac.uk/oxford-university-sports-facilities).

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See [www.welcome.ox.ac.uk](http://www.welcome.ox.ac.uk).

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See [www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/](http://www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/).

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See [www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/).

### Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see [www.admin.ox.ac.uk/childcare/](http://www.admin.ox.ac.uk/childcare/).

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see [www.admin.ox.ac.uk/eop/disab/staff](http://www.admin.ox.ac.uk/eop/disab/staff).

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at [www.admin.ox.ac.uk/eop/inpractice/networks/](http://www.admin.ox.ac.uk/eop/inpractice/networks/).

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).