### Job description and person specification

|  |  |
| --- | --- |
| Job title | Reception and Facilities Assistant |
| Hours | 35 hours per week | Salary | c £25k |
| Location | Cuddesdon |
| Reporting to | Bursar |
| Key Relationships | Deputy Bursar |
| Finance Responsibilities  | Administration of books tokens, petty cash, College credit card |

|  |
| --- |
| **Summary, purpose and objectives of the role** |
| The role provides general reception and office duties, assists with managing the buildings and facilities and provides general administrative assistant as needed. As a member of the Bursarial team to support the work of the Bursar across all aspects of Cuddesdon’s activities, helping to enable the smooth, friendly and efficient operation of a small but complex organisation in which the contribution of each team member is valued and appreciated.  |
| **Main duties and responsibilities** |
| ***Reception / General Office*** Provide a welcome, friendly and efficient reception service including answering the phone, greeting guests, interacting with students and responding to general enquiries. Ensure the reception area is presentable and tidy.General office duties including photocopying and printing as required (including service booklets for College worship), dealing with incoming and outgoing post, receiving deliveries, taking phone calls and administration of the phone system. Other tasks include (but not limited to):* Managing general email accounts (eg enquiries@, reception@) ensuring messages are responded to promptly and efficiently
* Assisting with College events as needed
* Arranging name badges for students and staff
* Issuing parking permits to student and staff
* Overseeing the photo boards and other public noticeboards
* Producing a termly College directory

Assisting the management of buildings and facilities as required, including (but not limited to): * Arrange chimney sweeping and window cleaning.
* Arrange pest control as needed.
* Arrange and manage hygiene services.
* Assisting with the arrival and departure of students and tenants in College properties including arranging necessary cleaning, repairs and decoration.
* Arrange annual servicing of commercial and domestic boilers.

Providing a variety of general administrative tasks, including (but not limited to):* Managing issue and stock of book tokens / vouchers
* Overseeing operation of the College car and fuel cards
* Ordering stationery and office supplies, and managing uniform / clothing orders for students and staff, using the College Amazon and other accounts (eg mobile phones, broadband, telephone, office supplies, staff uniforms), making orders, chasing deliveries, processing invoices for payment
* Management and security of keys, updating and issuing access key fobs.
* Routine IT support (eg reset passwords, photocopier codes, maintain email distribution lists etc)
* General assistance in looking after the facilities eg arranging contractors, checking supplies etc.

***Other Duties***Handling enquiries, welcoming guests, issuing and collecting keys, taking payments and booking rooms through College booking system.General administrative support, particularly for the Deputy Bursar, Academic Registrar and Senior College Administrator as required. This may include use of the virtual learning environment (moodle)Other duties as directed by the Bursar as required.  |
| Summary Terms & Conditions**Hours**: 35 hours per week. Usual working hours Monday to Friday. Some occasional weekend or evening work may be required (for which time off in lieu will be provided). **Salary**: c £25k.**Contract:** This is a permanent position subject to satisfactory completion of a three month probation period. **Holiday:** The holiday entitlement is 6 weeks plus 8 bank holidays (pro-rata for part time staff). Annual leave will not normally be granted during term time. You will be required to take up to a week of annual leave during each of the Christmas and Easter closed periods.**Pension**: You will be entitled to membership of a Church of England Pension scheme to which the College contributes 6.5% of basic pay and the employee is required to contribute a minimum of 1.5%. In addition the College pays 0.5% for life insurance cover.Ripon College Cuddesdon is committed to safeguarding and ensuring the welfare of children and adults. This is a responsibility that is shared by all staff. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. We have safeguarding policies in place which staff are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience. Regular training is provided. |

| **Person Specification** |
| --- |
| **Qualities** | **Essential** | **Desirable** | **Assessed By** |
| **Qualifications**  | Good basic education including English and Maths | Educated to A level or equivalent |  |
| **Knowledge and experience** | General office experience Experience of working in a customer facing environment | Finance administration experienceCharity or education experience |  |
| **General skills & aptitudes** | Good level of numeracy and literacy.Accurate, timely and efficient processing of information and procedures. Project management and ability to meet deadlines.Able to establish effective relationships with colleagues, especially those in senior roles, and students. Good communication and customer care skills, able to articulate key information clearly and in a timely manner.  |  |  |
| **Job-specific skills & aptitudes** | Significant experience of Microsoft Office (word, excel, outlook) | Database experienceSAGE accounts experience |  |
| **Personal attributes** | Highly motivatedAbility to work unsupervised and manage own workloadProactive and planned approach to workFriendly and approachable attitudeSympathy with the ethos, values and objectives of Cuddesdon | Ability to drive and use of own car |  |
| **Circumstances** |  |  |  |