

Job Description

Job title Receptionist/Administrative Assistant

Faculty/Directorate Estates and Facilities Directorate

Grade: C

Full time (37 hours per week)

	Duties of the role
Overall purpose of the role	To provide Reception and Administrative Assistance to The Venue@DMU. To provide a professional first point of a call to visitors, students and colleagues offering information and assistance as required. To support the DMU Venues team by undertaking multiple administrative tasks in relation to the booking and operation of the The Venue@DMU, including requests from external organisations and from the wider university. The role is based on-campus at The Venue@DMU, with evening and weekend hours expected to be worked aligned with business needs.
Main duties and responsibilities	To provide a professional first point of a call to visitors, students and colleagues, dealing with enquires in a timely manner, escalating where appropriate. • Communicate through clear verbal and written correspondence with DMU staff, external event organisers, external agencies and members of the public. • Use Microsoft Office applications to undertake multiple administrative tasks associated with the booking calendar. • Liaise with key internal departments such as Security, ITMS and Catering to assist with event booking arrangements. • Assist with preparing rooms for events including setting up IT equipment and ensuring the room meets customer requirements. • Act as a point of contact and ambassador for the university during events, assisting event organisers or escalating to a colleague where appropriate to ensure the smooth running of events. • Assist with marketing and promotion of DMU Venues. • Support the DMU Venues team with administrative tasks relating to the catering and vending contracts • The working hours for this post will be 8am-4.30pm Monday-Thursday and 8am-4pm Friday with the flexibility to work outside of these hours, including evening and weekends on some occasions, to meet the demands of the business. • Comply with Health and safety policies and procedures such that a safe working environment is maintained. Observe all other relevant university policies and procedures and maintain the quality standards required by the university. • Treat all DMU staff, students, contractors and visitors with dignity and respect.

	Duties of the role
	Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.

Person Specification

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Area of responsibility	Requirements	Essential (E) or Desirable (D)		*Method of assessment			
		E	D	A	I	T	D
Qualifications and Training	Educated to GCSE Level with grade C or above in Maths and English (Or equivalent qualification)	✓		✓			✓
Previous Work Experience	Experience of working in a customer-facing role with commitment to providing service excellence		✓	✓			
	Experience of working in a busy and challenging office environment		✓	✓	✓		
	Experience of the Higher Education sector		✓	✓			
	Prior experience of working in events/bookings		✓	✓	✓		
Specific Knowledge/Skills/ Abilities/ Motivation/ Attitude Required	Proven ability to communicate clearly and concisely through a variety of methods	✓		✓	✓		
	Proven ability to produce accurate written and numerical data	✓		✓		✓	
	Competent and accurate in the use of Microsoft Office packages, including Word and Excel	✓		✓		✓	
	Proven ability to multitask and work to tight timescales	✓		✓	✓		
	Excellent attention to detail	✓		✓		✓	
	Self-motivated and proactive	✓		✓	✓		
	Strong team player	✓		✓			
	Proven ability to react flexibly and positively to changes in priorities and workload	✓		✓	✓		
	Ability to remain calm and patient in pressured situations	✓		✓	✓		
Additional Requirements	Ability and willingness to work additional hours and out of hours including evenings and weekends on a regular basis	✓		✓	✓		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence