Building Receptionist - Weekends

Job Summary

Robert Gordon University (RGU) is widely recognised – locally, nationally and internationally, as a distinctive part of Aberdeen's education landscape. Every one of our employees makes their own unique and equally important contribution to our success, at every level of our operation.

The University's facilities at Garthdee have undergone major transformation within the last ten years, bringing a new level of service to the local community, staff and students. Estates and Property Services is the largest support service within RGU, with approximately 200 staff involved in the day to day management and development of the University.

As a Building Receptionist, you will be the first point of contact for all building users and will have previously worked in a reception based role and have broad experience of customer care.

The current vacancy is within the Sir Ian Wood Building working:

Semester 1 and 2

Saturday 0930-1530

Sunday 0930-1530

Semester 3

Saturday 1230-1730

Sunday 1030-1530

You will benefit from a generous pension scheme, 46 days (pro rata) annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

Job Description

RESPONSIBLE TO: Facilities Manager

RESPONSIBLE FOR: No supervisory responsibility

PURPOSE OF POST: Undertake, as part of a team, a full range of reception and customer care duties within the area allocated by the relevant line manager to provide an efficient, welcoming, meet, greet and information service for visitors, staff and students.

PRINCIPAL DUTIES:

• Greet staff/students/visitors/service providers/suppliers entering the organisation, determine nature and purpose of visit, source and provide information and direct persons to the correct destination.

• Undertake the issuing of visitors passes to the allocated area, which may include University buildings or land.

• Receive and direct telephone enquiries as required.

• Maintain a knowledge of staff and events within the area.

• Undertake reception duties for personnel and goods.

• Assist with parking control, issuing visitor permits and providing information and assistance as required.

• Complete any necessary paperwork accurately and timeously.

• Ensure appropriate level of customer service is maintained at all times.

• Ensure compliance with Health & Safety rules and procedures.

• Undertake any identified training as required.

• Report any serious incidents to supervisors as necessary.

• Assist the Janitorial team as appropriate.

• Undertake any other relevant duties that may be assigned from time to time.

Person Specification

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

• Highers, one of which must be English or equivalent work experience.

Knowledge and skills

• Intermediate IT/Keyboard skills

Experience

• Experience of working within a busy reception area

• Proven experience of working in a customer facing role

DESIRABLE REQUIREMENTS

Qualifications and Professional Memberships

• Customer service or reception certificate/qualification

Behaviours

Behaviour 1: Pastoral Care and Welfare - Experience of calming and reassuring those with work/study related problems who may be experiencing distress

Behaviour 2: Service Delivery - Experience of giving customers a positive and satisfactory service, by providing accurate and up to date knowledge of services available in own and related areas of work

Behaviour 3: Communication - Ability to receive, understand and convey straightforward information in a clear and accurate manner

Behaviour 4: Decision Making - Experience of using own judgement to make decisions, making collaborative decisions with others to reach conclusions and providing advice or information that will influence the decisions of others

Salary: 25179.00 - 26320.00 GBP per Year

Position Type: Part Time , Permanent 12.0 Hours per Week