



The
University
Of
Sheffield.

About
The
Job.

Management School

Faculty of Social Sciences

Receptionist

Overview

The Management School is the largest department in the Faculty of Social Sciences and one of the largest in the University. Established in 1986, the School has an international focus, with around 40% of our academic staff and students from overseas. Much of our research focuses on global themes – international human resource management, business in emerging economies, international business and managing multinational enterprises, export marketing and international consumer research.

The Management School's vision is to be a world-class management school recognised for the delivery of intellectually rigorous cutting-edge research, and excellent teaching and learning in a stimulating, innovative environment. Through the distinctiveness of our graduates, excellence of our staff, and network of international partners, we seek to inform the practice of management, and to make a difference to our community, locally and internationally.

The Management School has an intake of around 1300 undergraduate students on its core programmes in Business Management, Accounting and Financial Management as well as its dual degrees with Mathematics, Economics, Information Management, East Asian Studies, and Modern Languages. The postgraduate programmes include a full-time MBA (accredited by AMBA) and MSc programmes in: Health Services Management; HRM (accredited by CIPD); Information Systems Management; International Management; Management (also AMBA accredited), Work Psychology, and Occupational Psychology (accredited by the BPS) and Leadership. In addition there is a strong and growing doctoral programme with 70 full/part time registrations.

The Management School currently employs around 80 academic staff of whom 16 are professors. Academic staff are supported by 42 professional administrative staff and our planned relocation to a fully refurbished building in 2013, will provide excellent facilities to help achieve our further ambitions.

Job Description

Main Duties and Responsibilities

- First point of contact for staff, students and visitors either in person, phone or email, including catering and the arrangement of parking spaces for external visitors.
- Update of the Information Screens with details of School staff, news and events etc.
- Responsible for the distribution of internal and external mail.
- Booking of meeting rooms for academic staff, and where applicable, organising catering for external events.
- Arranging UK/overseas travel and accommodation for academic staff.
- Providing cover within the Operations Team during periods of absence, including the servicing of the School's key committees (up to Executive Board level).
- Purchasing of general equipment, consumables etc.
- Monitoring and maintaining stock levels of stationery.
- Responsible for reporting repairs, maintaining stocks and the issue of keys to staff, and assisting with the organising of office moves, refurbishments etc.
- First point of contact for health and safety issues, in particular the submission of the Annual Health and Safety Report, the registration and logging of staff/PGR completion of fire/out of hours training, and the organisation of the annual fire drills.
- Maintaining the School's internal telephone and the University's web-based telephone directories, reporting faults and acting as the School's Telephone Liaison Officer.
- Management and maintenance of equipment (e.g. photocopier, franking machine).
- Maintaining common parts of the School (e.g. ensuring notices/posters are not out of date on notice boards and the upkeep of the Staff Common room and meeting rooms etc).
- To participate in appropriate/relevant committee meetings within the Management School, Faculty of Social Science and the wider University.
- Liaise with other Professional Services within the university.
- Any other duties and responsibilities commensurate with the grade of the post as determined by the Operations Manager, Director of Resources and Operations or the Dean.

Person Specification

| | Criteria | Essential | Desirable |
|----|---|------------------|------------------|
| | Qualifications and experience | | |
| 1. | 5 GCSEs at Grade C or above including Maths and English or equivalent (or equivalent experience). | X | |
| 2. | Excellent IT skills including a working knowledge of Microsoft Office packages, email and internet. | X | |
| 3. | Previous experience as a receptionist. | X | |
| 4. | Previous experience of working within a customer service environment. | X | |
| 5. | Previous experience of servicing committee meetings including minute taking. | X | |
| 6. | Previous administrative/clerical experience. | X | |

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|-------------------------------|---|---|---|
| 7. | Previous experience of working in a Higher Education or similar environment. | | X |
| 8. | Experience of University IT Systems. (e.g. SAP). | | X |
| | Awareness of wider Higher Education issues and relevant legislation. | | X |
| Communication skills | | | |
| 9. | Excellent communication and interpersonal skills; an ability to deal sensitively with students from a wide variety of cultures in order to provide accurate and comprehensive information for students and staff. | X | |
| 10. | Excellent customer service skills, with experience of responding efficiently and effectively to phone and email enquiries. | X | |
| Team working | | | |
| 11. | Experience of working effectively as part of a team and on own initiative. | X | |
| Personal effectiveness | | | |
| 12. | Confident and professional manner. | X | |
| 13. | Accuracy and attention to detail | X | |
| 14. | Willingness and ability to adapt own skills to new circumstances. | X | |
| 15. | Excellent organisation and time management skills to prioritise own workload and work accurately to tight deadlines with minimal supervision. | X | |
| 16. | Flexibility in approaching tasks. | X | |
| 17. | Ability to deal patiently with people whose first language is not English | | X |
| 18. | Experience of developing and maintaining a network of contacts through own work area. | | X |

Further Information

The hours of work for this post are 9.30am to 5.30pm. However, you will be required to cover for other members of staff, within the Operations Team during periods of annual leave and absence. During these periods, you will be required to work different hours (between 8.30am and 5.30pm).

This post is full-time.

This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University. Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. See www.sheffield.ac.uk/hr/wellbeing/info/wlb.html for more information.

Terms and conditions of employment: will be those for Grade 4 staff.

Salary for this grade: £17,503 to £19,606 per annum with the potential to progress to £21,383 per annum through sustained exceptional contribution.

More details on salaries, terms and conditions and our wide range of benefits for staff are available at www.sheffield.ac.uk/jobs/salaries.html

Closing date: 18 March 2013.

Informal enquiries:

For all on-line application system queries and support, contact: e-Recruitment@sheffield.ac.uk

For informal enquiries about this job and department, contact Kathryn Hewitt on k.hewitt@sheffield.ac.uk or 0114 222 3364.

Selection Action – next steps

Following the closing date, you will be informed by email whether or not you have been shortlisted to be invited to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

The University of Sheffield is committed to achieving excellence through inclusion

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