



Front of House Receptionist

2 part time posts

22.5 hours each

(Post Reference NU5922)

Salary Scale: £19,047 - £19,863 pro rata

Vice-Chancellor

Professor Jackie Dunne



Newman University is located on Genners Lane, Bartley Green, Birmingham, West Midlands, B32 3NT.

Newman University

The university was founded in 1968 as Newman College. Situated in the South-West of Birmingham, in a residential area, the purpose of the college was to train teachers for Catholic schools. In fifty years, the institution has grown into a multi-disciplinary university offering a broad range of undergraduate, taught postgraduate and research qualifications servicing a diverse student body. Our education foundations are built on Catholic social teaching and a commitment to the common good, empowering all students to be able to grow and succeed.

Our student body is diverse, including many under-represented and disadvantaged groups such as mature students, disabled students, students from low-participation neighborhoods and first generation HE students. Additionally, 99% of Neman students are from state schools (Sunday Times Good Uni Guide 2020), with 91% classified as 'commuter students' (those who stay at home and study locally).

Newman's interactive teaching styles and pedagogy of partnership seek to ensure that we teach and learn with our students, working together to make a difference in and for our communities.

Providing a personalised student experience is a hallmark of the Newman offer; we listen to students to continually improve and shape the university experience.

Student satisfaction is constantly increasing, as evidenced by the 2019/20 NSS survey, which placed us first among the Birmingham universities for overall student satisfaction and second overall in the West Midlands. We are in the top 10 of all UK universities for timely feedback on work, on assessment and feedback, and giving opportunities to study ideas and concepts in depth. (NSS results 2019/20).

Our mission and values

Our mission is:

To serve our diverse communities by making high-quality, globally-connected education accessible to all those who are able to benefit from it, as well as engaging in research, scholarship and professional practice that informs our learning and teaching and has a positive impact on society.

Our values:

- We champion and give voice to the catholic traditions of education, equality and social justice.
- We respect and value all contributions, recognising that we are a single community, inspired and united by our shared vision and mission.
- We place student learning and welfare at the centre of all we do and we offer a nurturing environment for all students.
- We are ethical, honest and humane. In difficult situations, we will seek to work with understanding, kindness and compassion.
- We recognise and embrace the power of community and build respectful relationships that help us excel.
- A mission of service motivates us, seeking the common good with care and love.

Our strategic objectives:

- To transform students' lives
- To work in partnership with our students
- To grow our institution
- To nurture our staff
- Add to knowledge and cultivate wisdom
- Serve our diverse community and the wider world

At Newman, we are proud of our diverse, friendly and inclusive environment. Our doors are open to people of every faith, culture and social background, helping us to transform lives and prepare students for the world of work.

Investment and development of the campus

Recent investment of over £20m into living, teaching and learning spaces on campus has created additional modern, flexible areas for study and leisure, where both students and staff can work together as part of a vibrant academic community.

Research

With our distinctive commitment to transformational impact, Newman University maintains its mission to make a positive difference to individuals and communities through excellent research and scholarship. Scholarly work is undertaken across a wide range of academic and professional disciplines and attracts external funding from many national and local government sources, as well as local businesses.

Research links with other colleges and universities at home and overseas have been established in a number of areas and students at all levels are consistently involved in research.

Newman University aspires to be recognised regionally, nationally and internationally for the quality of its research and scholarship. Our vision for research is underpinned by the university's core values as outlined in our Strategic Plan.

Job Description

Job Title:	Receptionist
Grade:	2
Salary:	Salary Scale: £19,047-£19,863 per annum pro rata
Hours:	22.5 hours (8.00-13.00 12.30-17.30)
Department:	Estates and Campus Services Department
Reporting to:	Campus Protection Service Advisor

Purpose of Post:

This post will be the first point of contact for students, staff, visitors and guests coming to Newman University, the post will also be responsible for the coordination of the University switchboard internally and externally. The post will require a high level of accuracy with excellent customer service and interpersonal skills are essential.

1. Main responsibilities:

- Be the first point of contact at Newman University, either by phone, email, or face to face at reception
- Operate the switch board.
- Provide VIP Concierge Service.
- Track and place international phone calls
- Welcome and receive all visitors to the University, direct visitors accordingly and ensure visitors book is kept up to date. Complying with GDPR requirements.
- Deal with enquiries from staff, students, and visitors.
- Follow the disaster recovery process as and when required, ensuring the copy at reception is up to date.
- Be responsible for the taxi procedure, ensuring the process is followed and approved by the departmental manager. All records to be submitted to the Campus Protection Officer.

- Actively promote and encourage open communication with all visitors and guests of the University ensuring all feel welcome to the campus
- Support the portering and security team as and when required.
- Support University open days and applicant visit days, this will include some weekends and evening.
- Provide admin support to the Estates and Campus Services department as and when required.
- Act as a fire warden and be an active member of the University incident team.
- Support the marketing department as and when required, for example, packing of envelope during quiet times at reception
- Work closely with the HR department with supporting the interview process, as the first point of contact at Newman University.
- Support the University's Green Campus developments, green week, fair trade etc.
- Work closely with the security team.
- Answering the switchboard with conversational etiquette.
- Complete accident and near miss reports
- Comply with prevent training processes and procedures.
- Follow the control of contractor's procedure, as first point of contact.
- The post holder will be responsible for the developing and maintaining great working relationships with students, staff, visitors, VIP's, contactors.
- Coordinate and sign posting of complaints that are received by Newman University.
- Be responsible for the reception area and being the first impression to the University.
- Meet and greet visitors and VIP's
- Provide assistance to the catering services team and accommodation office as and when required.
- Act as a PA to Director of Estates and the Facilities & Estates Manager when required.

2. Health & Safety:

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also cooperate with the University on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.
- Where post holders line manage staff and services they will be responsible for the health, safety and welfare of those staff and services in accordance with the University's Health & Safety Organisational Arrangements.

3. General Terms

- Variation to Job Description

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder may be required to undertake other duties of a similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments. Therefore, University reserves the right to vary the duties and responsibilities of its employees within the general conditions of employment and related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as required to meet the changing needs of the service.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at Newman University. All staff must undergo appropriate data protection training as defined by the University's Data Protection Policy and comply with the University's Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities, Bring Your Own Device Policy and Wireless Networking Policy.
- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance

and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process, attend the mandatory training and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the University's Absence Management Policy and recorded on iTrent and staff are expected to be familiar with and follow the Policy.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

4. Person Specification

Criteria	Essential	Form of Assessment (*amend as applicable)	Desirable	Form of Assessment (*amend as applicable)
Educational Qualifications and Training	<p>Good level of education to minimum of GCSE grade C and above.</p> <p>Customer service training.</p>	Application	HND/Degree	Application
Relevant work experience and/or knowledge	<p>Relevant reception experience.</p> <p>Knowledge of telephone system and teams.</p> <p>Experience in a customer focused environment.</p> <p>Customer service training.</p>	Application/ interview/test	<p>Student centred background in HE environment.</p> <p>Prevent strategy and understanding of the policy.</p>	Application/ interview/test
Relevant and/or Specific skills required	<p>Excellent communication and written skills.</p> <p>Excellent verbal skills including the ability to engage with customers, staff and students.</p> <p>Ability to demonstrate a professional approach when dealing with difficult situations.</p> <p>Be able to work under pressure.</p> <p>Knowledge of IT software such as MS Office and MS Teams.</p> <p>Able to accurately record, process all relevant documentation.</p> <p>Disaster recovery and emergency services understanding.</p>	Interview/test		

Criteria	Essential	Form of Assessment (*amend as applicable)	Desirable	Form of Assessment (*amend as applicable)
Personal qualities and attributes	<p>Excellent organisation skills.</p> <p>Must be prepared to work unsociable hours when requested.</p> <p>Able to work effectively as part of a team.</p>	Interview	Pragmatic, good team player, ability to work under pressure and remain calm, requires minimal supervision, able to motivate	Application/ interview/test

General Terms & Conditions of Employment

This post is a part time appointment, offered on a permanent basis. It will be remunerated on the single pay spine, at Grade 2 £19,047-£19,863 per annum pro rata. The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification.

All new employees undergo a period of probation in accordance with the University Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period.

The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours. The University holiday year runs from January to December for Professional and Support Staff and from September to August for Academic Staff. The post carries an entitlement to 35 working days (for a full-time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the University is closed on particular dates in the interests of efficiency.

Disclosure and Barring Service

It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The University will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pension and Auto Enrolment

If you meet the criteria set out below and are not already an active member of any of our pension schemes, the University is required to auto-enrol you into a suitable pension scheme.

The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The pension schemes supported by Newman University are:

- <https://www.teacherspensions.co.uk> - Teachers' Pension Scheme for academic staff
- <http://aviva.co.uk> - Aviva Scheme for professional and support staff
- <http://www.nestpensions.org.uk> - National Employment Savings Trust, NEST for staff not eligible to join either of the above schemes

You will be auto-enrolled into the [National Employment Savings Trust \(NEST\)](#) unless you are an academic and eligible to contribute to TPS, or other member of professional and support staff employed on a substantive contract of employment, in which case you will be auto-enrolled into Aviva, our defined contributory scheme. You will receive a notice from the University Payroll Department telling you that you have been auto-enrolled and advising you of your options, including the right to opt out. Once you have been auto-enrolled, you will have an option to opt-out of the pension scheme and receive a refund of your first contribution. There is a time limit of one month in which to do this, and you will have to contact your pension scheme to make this happen; **the University is prohibited, by law, from helping you to opt-out.**

Staff Benefits

We offer a wide range of Staff Benefits including 35 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, chaplaincy and spiritual care, library services, free on-site parking, discounted travel scheme, cycle to work scheme, employee assistance programme, occupational health and counselling services and staff development opportunities. Further details of the full range of staff benefits available can be found on our website:

<https://www.newman.ac.uk/knowledge-base/staff-benefits/> or please contact the Human Resources Department.

Procedure for Application

Applications should preferably be submitted by e-mail (as opposed to post) on the University Application Form and should be completed in typescript wherever possible. We only accept a CV as a supplementary part of the application process. Considerable emphasis is placed in the shortlisting process on how candidates demonstrate in their application that they possess the qualifications, experience, skills and qualities which are required for the post. **Application forms should therefore refer explicitly to how you meet the essential and desirable criteria for the post you are applying for.**

The University is an Equal Opportunity Employer and we operate the Disability Confident Employer Standard which amongst other things guarantees an interview to disabled applicants who meet the essential criteria of the job specification.

Two referees should be identified who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post and must include your current or most recent employer or their representative. You must disclose whether you are related to any employee of the University, or to any member of the Council. Canvassing for appointment disqualifies you from being selected for interview or being appointed to the post in question.

Should you be selected for interview please be aware that we are unable to reimburse interview expenses. If you have not heard from us within four weeks of the advertised closing date, please assume that you have not been shortlisted.

Closing date for applications: Monday 24th October 2022

Interview date to be confirmed: November 2022

General Data Protection Regulations: Applicant Privacy Notice

Newman University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship. The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles. The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data. In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data.

If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view at: <https://www.newman.ac.uk/knowledge-base/employee-privacy-notice/>