

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Reception Assistant		Accountable to: Event Operations Manager
Contract Length: Permanent	Hours per week/FTE: 35 hrs / 1.0 FTE	Weeks per year: 52
Salary: £25,061 - £29,358 per annum		Grade: Grade 2
College/Service: Central Saint Martins		Location: King's Cross

Purpose of Role:

Central Saint Martins (CSM) is a world-famous arts and design college and part of University of the Arts London.

CSM offers courses across nine programme areas including Art, Product, Ceramic and Industrial Design, Culture and Enterprise, Drama and Performance, Fashion, Graphic Communication Design, Spatial Practices, Jewellery and Textiles, Foundation and Access to HE

CSM also offers an extensive event programme which allows the college sites within King's Cross and Archway open its door to the public seeing a footfall of approximately 100,000 visitors per year. During the college's foundation and degree show open days, CSM can see around 50,000 visitors making us one of the top destinations in London during those weeks.

The purpose of this role is to provide a warm, friendly and professional welcome to students, staff and visitors requiring assistance at reception.

Reception staff experience an extremely high level of footfall and enquiries and this role will help ensure this is dealt with as efficiently as possible.

In addition to frontline reception work, the role is required to support events which will include some Duty Management.

This role may require evening and weekend shifts.

Duties: Responsibilities

- To provide a warm and positive welcome to all staff, students and visitors in need of reception assistance.
- To be able to communicate clearly and precisely with all reception users, providing guidance and instruction where appropriate.
- To provide the first line of response to telephone and personal callers seeking information about the College.
- To Identify and communicate with individuals in the College or University who are able to respond to specific, detailed enquiries where information is not available at reception.
- To ensure all reception spread sheets and logs are kept up to date.
- To manage the shared reception email inbox.
- To ensure the Reception area is maintained in a tidy condition with adequate supplies of literature
- Work alongside the Infrastructure & Estates teams to keep up to date and proficient using software such as InfoSmart to issue staff and visitor passes and cards following CSM & UAL protocols

- To assist in the training and support of casual staff with reception procedures whilst on shift
- To perform such duties consistent with the role as may from time to time be assigned to you anywhere within the University.
- To act as Duty Manager for individual or multiple events as identified by the Event Services Manager. To ensure that casual staff are briefed when on duty.
- When on duty, to brief security, cleaners, external caterers or contractors etc. who may be working an event and ensure that they understand what is expected of them and the running order of the event. To troubleshoot and make independent decisions during event delivery
- To ensure that at all times, the event is delivered in accordance with the building license, health and safety regulations and any other specific event parameters to ensure the smooth running of the event.
- To ensure all cash, stock and/or equipment used in conjunction with the event is reconciled, returned and managed effectively throughout the event.
- To undertake Health and Safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development through the effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships:

- Internal
 - **Building Operations:** Event Services Manager and the wider team, Infrastructure
 - **College Management:** Head of Building Operations and Events, Head of College, Director of College Administration
 - **College Academic:** Academic staff, External Liaison Coordinators,
 - **College Administration:** Health and Safety Adviser
 - **Estates:** Building management staff, facilities assistants
 - **Students**
- External
 - **Designated contractors:** security, catering etc
 - **Visitors and clients**
 - **External producers and event organisers**

Specific Management Responsibilities

Budgets: none

Staff: casual event staff

Other. None

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Reception Assistant

Grade: 2

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Person Specification	
Specialist Knowledge/ Qualifications	First aid, personal license or the willingness to complete training Basic knowledge of InfoSmart software or a willingness to complete training
Relevant Experience	Experience of handling enquiries in a busy customer facing environment A good basic computer knowledge and of Microsoft office software such as outlook and excel Ability to prioritise demands and remain calm in a pressurised environment Experience of leading a casual team Experience of working in an event environment
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: July 2019