

CANDIDATE PACK

Receptionist

Estates Planning and Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Receptionist

Reports to: Estates Soft Services Manager

Department: Estates Planning and Services

Grade: NG2

PURPOSE

This role provides a professional front of house reception service across all University sites as and when required. The postholder will greatly enhance the student and staff experience by providing a high level of customer care to all University visitors by email, telephone or face to face.

PRINCIPAL ACCOUNTABILITIES

1. To provide high quality customer care and a professional first impression to all visitors, both internal and external, across the University, and to provide a first point of contact for any enquiries in respect of all University activities.
2. To administer the building access control system, including the ordering and dispatching of passes along with the amendment of records so that the required level of safety and security is maintained at all times in accordance with University policy.
3. Have a good understanding of Health and safety issues pertinent to the reception area and the ability to ensure legislative compliance and customer safety. Make sure any non-conformities are reported, assist with resolutions and propose solutions as required. Co-operate and assist with any health intervention requirements that mitigate the risk from work activities. Check that risk assessments are undertaken identifying, addressing and reducing high risk activities. Ensure equipment is regularly checked and maintained.
4. To undertake administrative duties relevant to the role such as, raising tasks, signing off job or task sheets, completing checklists, corresponding with departments and building users. Respond, distribute and file email enquiries resolving and escalating as required. To keep control and perform weekly stock takes of all stock items such as consumables in accordance with minimum stock levels then as required requisition items needed.
5. To ensure the reception area is clean and tidy and any publication displays are up to date and fully stocked so that the university image is maintained in accordance with its brand guidelines at all times.
6. To work closely with Front of House colleagues and hard services staff to contribute to a high quality customer experience. Report any concerns that require line management attention including complaints.



7. To receive, safeguard and dispatch all mail, parcels and courier items to and from reception maintaining associated records including goods received.
8. To work with, supervise and mentor apprentices assigned to the Estates Planning & Services department assisting in developing the knowledge, skills and behaviours to demonstrate competence through supervised on the job training.
9. Any other reasonable duties within the postholder's capability as requested by their line manager from time to time.

CONTEXT

The Estates Planning and Services department within the University of Westminster has recently undergone an exciting transformation. The frontline roles have been split into "hard" and "soft" services. "Soft" services roles form part of the front of house team and have been refocused to enable staff to provide a professional front of house service and high levels of customer care to students and staff alike. "Hard" services roles form part of building maintenance and technical roles taking care of the machinery, equipment and fabric of buildings.

This role provides a professional front of house reception service, welcoming students, staff and visitors as they enter the university premises. Busy and demanding the role deals with enquiries over the telephone, by email and face to face along with carrying out a variety of administrative tasks. The postholder will be required to work closely with other teams within the Estates Planning & Services department and the wider university to ensure customer safety and the smooth running of the buildings. A busy and varied role will require an awareness of Health and Safety and the ability to work alone or as part of a team.

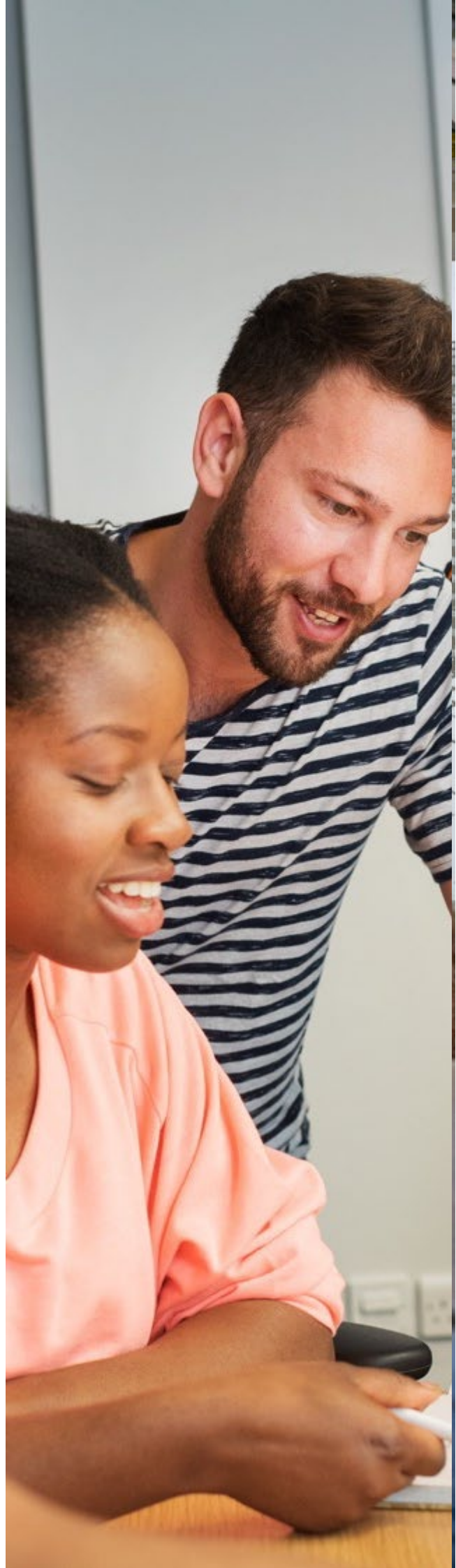
DIMENSIONS

The postholder will be responsible as part of a team for the delivery of a customer centred reception service for university venues. As the first point of contact for all visitors to University premises this role is integral to excellent customer service individuals will receive.

Postholders will be expected to assist with the training of other reception staff, contractors (including security who may deliver reception services at some times) and apprentices.

The post holder will be required to work at any University site on a regular basis as and when the service requires. The post holder will be required to work some weekends and evenings routinely on a rota system. In order to ensure effective coverage across the services, the post holder will rotate across the sites as and when directed.

The role requires working closely with a number of other frontline teams these include, Security, cleaning, catering, Facilities Assistants, Maintenance, Switchboard, Information Services. And with stakeholders including, Student Services, Registry, Library,



Careers, Student Finance, Disability services, Students Union, Faith Team, Student Accommodation, Course Enquiries, Education Abroad, Admissions, Safety, Health and Well-being, Human Resources, Conference team

PERSON SPECIFICATION

QUALIFICATIONS

Essential

- GCSE English and Math grade A-C or equivalent.
- Excellent command of the English language both written and verbal

Desirable

- NVQ level 2 in Customer Service.
- First aid at work.

TRAINING AND EXPERIENCE

Essential

- Experience of reception work.
- Computer skills including Microsoft Excel, Word and Outlook at an intermediate level.
- Experience of delivering excellent customer service.
- A working understanding of operational health and safety.
- Responding to and resolving internal and external customer complaints and dealing with difficult or demanding customers

Desirable

- Experience of working in a hotel/corporate based reception environment.
- Experience of using a building management helpdesk system (eg Concept Evolution).
- Experience of working in a large multi-site organisation.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Excellent communication skills, written and verbal.
- Strong organisational skills and ability to plan, organise and prioritise a busy workload effectively.



- The ability to identify customer needs by analysing problems, proposing solutions and managing customer expectations.
- To possess a high level of interpersonal skills and the confidence to consult and engage with University staff of all levels.
- Ability to work unsupervised and use own initiative.
- Customer focused attitude.
- Diplomatic.
- Excellent attention to detail.
- To be self-motivated, demonstrate a methodical approach to their work and be flexible in their outlook.
- Resilient under pressure.
- Punctual
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

Desirable

- Having a second Language.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 01 September 2024.

Interviews will take place on 09 September 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

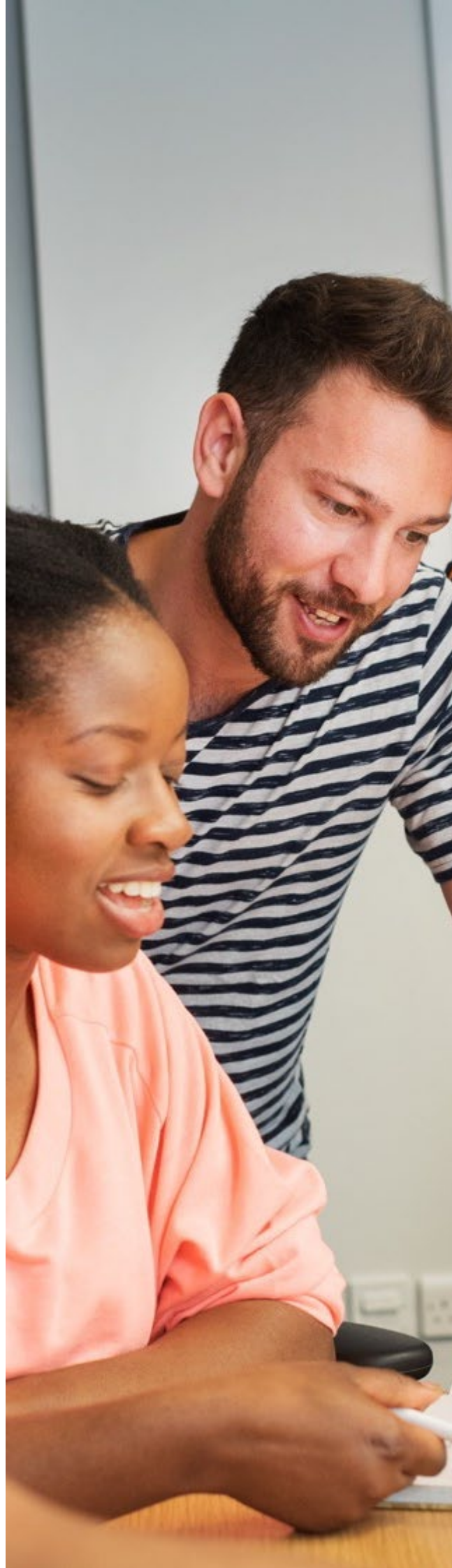
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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