

**LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE  
PROFESSIONAL SUPPORT SERVICES**

**DEPARTMENT OF ESTATES**

**RECEPTIONIST**

**GENERAL INFORMATION**



**The London School of Hygiene & Tropical Medicine**

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources. Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,000 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,000 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 55,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2018 Shanghai World Ranking we placed 151-200 overall, and ranked 3rd in public health, 40th in clinical medicine, and 76th in human biology. In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health in the 2019 QS World University Rankings.

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In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health and social sciences and biomedical. LSHTM ranked first in Europe for research impact in sciences, based on its proportion of publications that belong to the top 1% most frequently cited publications, in the 2018 CWT Leiden Ranking.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. (LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates).

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

## JOB DESCRIPTION

<b>Job Title: Receptionist / Administrator</b>	
<b>Department /Division/Unit: Estates</b>	
<b>Faculty/Professional Service: Professional Service</b>	
<b>Location: Keppel Street and Tavistock Place building</b>	
<b>Reports to: Reception and Security Manager</b>	
<b>Responsible for: 0 staff members</b>	
<b>Full Time/Part Time/Casual: Full Time</b>	<b>Hours (if less than full time):</b>
<b>Grade: Grade 3</b>	
<b>Overall Purpose of the job</b> The Receptionist is responsible for the provision of excellence in customer service, telephonist and clerical skills throughout the School's properties to facilitate the achievement of the School's mission and strategic objectives.	

<b>Principal Duties and Responsibilities</b>
<b>Communications</b> <ul style="list-style-type: none"> <li>To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service</li> <li>To welcome all visitors to the School, informing the host of their arrival, and when necessary to Lecture Theatres or Meeting Rooms.</li> <li>Answer, screen and forward any incoming phone calls while providing basic information when needed</li> <li>Alert if required, security to any unwelcome guests or potential problems.</li> <li>Post-Holder will demonstrate Exceptional Customer Service towards School customers, training will be provided.</li> <li>Advising member of staff and students of the School about the most economical method of post, and on customs declarations and carriers.</li> <li>Ensuring that efficient mail service is provided to all recipients, including external buildings and that staff and students are aware of arrangements for collection, postal times and deadlines.</li> </ul>
<b>Teamwork and Motivation</b> <ul style="list-style-type: none"> <li>Contributing actively to a team of Receptionists</li> </ul>

- The role holder will be working in a team of 5 people on a daily basis, working to achieve effective reception duties for the School across various LSHTM buildings.
- Sharing information with other member of the reception team regarding tasks and outstanding work.

### **Liaison and Networking**

- The role holder will liaise on a daily basis with a variety of staff, students and visitors to the University, receiving and giving information regarding all aspects of University business.
- There is a responsibility to liaise and network effectively and efficiently with staff and students of the University and with the many outside visitors to Reception, both in person and by telephone.
- Provide administrative support for Reception and Security Officer and/or Estates department, including arranging meetings, photocopying, filing and distribution of meeting papers, preparing agendas, arranging catering.
- Preparing, copying, collating and distributing reception related documents
- Providing advice for the members of staff, student and visitors regarding reception or security arrangements
- Represent Estates during Open Days, or Staff induction.
- Liaise with the Works Department regarding any maintenance work, repairs that are scheduled to be carried out, ensuring access arrangement are in place, and users are notified about disruptive works.
- To raise purchase orders for work within department, process invoices for payment, and collate reports.
- Organise meetings and events
- Support Reception and Security Manager

### **Service Delivery**

- Assisting and receiving School's visitors and ensuring an efficient, equitable service is provided to them in person, by phone or via emails.
- General administrative support for reception
- Sorting of incoming and outgoing post, ensuring that mail is delivered at correct times.
- Monitor the key signing in / out, to ensure all keys are returned.
- Assist customers with reception forms for new contractor, visitor, staff, courier form etc.
- Collating and forwarding any relevant information to security guards, extra access, out of hour access etc.
- Assist with enrolment process of new students, preparing relevant equipment and supplies.
- Arrange and maintain all file copies of relevant paperwork.
- Open all mail addressed to Estates and distribute it to appropriate staff.
- Accept and record lost property received at the reception, notify the Reception and Security Officer of thefts.
- Distribute locker keys to students, and maintain the database with recorded tracking, processing refunds, logging usage.
- Assist in emergency, by taking appropriate action as instructed in Reception Guide or Senior Management.

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<ul style="list-style-type: none"> <li>Ensuring that regular testing of fire detection system is carried out at Keppel Street and Tavistock Place building. Updating Fire book with the record of those tests, and reporting to Maintenance any issues.</li> <li>Provide help and cover for Estates Helpdesk when needed.</li> </ul>
<b>Decision Making</b> <ul style="list-style-type: none"> <li>The job holder will decide on when to order stationery, computer, ID Card, franking machine consumables.</li> <li>All non-specific requests will be passed to the Reception and Security Officer for a decision.</li> <li>This is a very busy area with School staff, students and outside visitors coming and going which detracts the incumbent from the main duties of the post. The ability to prioritise tasks is essential because if working alone, it is difficult for the incumbent to know whether the incoming telephone call or the visitor at Reception should have priority of treatment. (The visitor can see if the Receptionist is busy but they are sometimes demanding and of little patience, the incoming caller cannot see that the Receptionist is busy and may assume we are not taking calls).</li> <li>The job holder will have overall responsibility for prioritisation of allocated clerical duties.</li> </ul>
<b>Analysis and Research</b> <ul style="list-style-type: none"> <li>The role holder has the responsibility of producing data and reports. This involves manual data entry and excel spreadsheet skills, printing off reports and filing them for further analysis.</li> </ul>
<b>Planning and Organising</b> <ul style="list-style-type: none"> <li>The majority of the work is reactive and requires limited forward planning, as work is generated on a day-to-day basis. The job holder is required to organise their day effectively to ensure provision of an efficient service. Clerical tasks need to be prioritised and carried out when Reception is quiet.</li> <li>Enthusiastic about the organising you workspace, and being able to find files and phone numbers at a moment's notice,</li> <li>Monitor and ensure that the reception area is kept tidy and projects a business-like image.</li> <li>Comfortable using phone systems, copiers and printers</li> <li>Multitasking skills as in a given day, a receptionist might handle incoming calls, screening callers and managing call traffic; run a busy reception area; and assist other administrative staff with general work overflow and special projects that require word processing, data entry and online research.</li> <li>The role holder is responsible for a uniform which is provided to each receptionist.</li> <li>Candidate should Have a strong knowledge of the School, campus geography, School structures and awareness of events</li> </ul>
<b>Initiative and Problem Solving</b> <ul style="list-style-type: none"> <li>Find correct address by searching on School website for wrongly delivered mail;</li> <li>Pass on telephone call to appropriate person if caller isn't sure who they wish to speak to by discussing the nature of their request with them</li> <li>Identify issues with Access ID Cards by checking system reports and applying changes accordingly</li> </ul>

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**Additional Information**

- Have a working knowledge of the University access control software and an ability to edit, add, and disable the access control users' cards. Control opening times, and basic problem solving.
- Assist in enhancing the security and energy efficiency by the dissemination of security reports dealing with these issues on a daily basis.
- Gain a working knowledge and practice of any additional software that may be introduced within your area of responsibility.
- Ensure that the monthly key performance indicators are regularly updated and circulated.

**Generic duties and responsibilities of all LSHTM employees**

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all School policies, procedures, Regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.



## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Job Title: Receptionist</b>
<b>Department/Division: Estates</b>

Competency	Evidence	E/ D
<b><i>Education, Qualifications and Training</i></b>	<ul style="list-style-type: none"> <li>Educated to GCSE level (or equivalent), including English and Maths (A-Level)</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>Telephony skills and experience</li> <li>Proven and successful experience of administrative work</li> <li>General working experience in Higher Education sector</li> <li>Previous experience working as receptionist</li> </ul>	E E D D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent oral and written communication skills</li> <li>Excellent interpersonal skills, including a pleasant telephone manner</li> <li>Computer and keyboard skills</li> <li>Ability to work as part of a small team</li> <li>Working knowledge of switchboard telephone system</li> <li>Demonstrate good organisation skills</li> <li>MS Office basic understanding</li> <li>Certificate to prove MS Office skills</li> </ul>	E E E E E E E D
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Pleasant, helpful personality with "to do attitude"</li> <li>Diplomacy, tact, and a calm mature attitude.</li> </ul>	E E

	<ul style="list-style-type: none"> <li>• Customer care awareness,</li> <li>• ability to communicate with individuals at all levels</li> <li>• High standards of dress and presentation</li> </ul>	E D E
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E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

## **ASYLUM AND IMMIGRATION STATEMENT**

The School will comply with the Immigration, Asylum and Nationality Act 2006, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UK Visas and Immigration to enable sponsorship of migrant workers. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

Further information about Certificate of Sponsorship and eligibility to work in the UK, can be found at: [www.ukba.homeoffice.gov.uk/employers/points](http://www.ukba.homeoffice.gov.uk/employers/points)