

JOB DESCRIPTION



Job Title: Receptionist / Administrator
Department: Estates
Faculty/Professional Service: Central Services
Location: London
Reports to: Reception and Security Manager
Full Time/Part Time/Casual: Full-time
Grade: Grade 3
Overall Purpose of the job: 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.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing 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.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

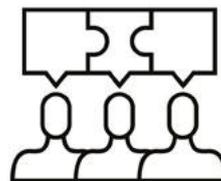
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

Communications

- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service
- To welcome all visitors to the School, informing the host of their arrival, and when necessary to Lecture Theatres or Meeting Rooms.
- Answer, screen and forward any incoming phone calls while providing basic information when needed
- Alert if required, security to any unwelcome guests or potential problems.
- Post-Holder will demonstrate Exceptional Customer Service towards School customers, training will be provided.
- Advising member of staff and students of the School about the most economical method of post, and on customs declarations and carriers.
- 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

Teamwork and Motivation

- Contributing actively to a team of Receptionists
- 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.
- 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.
- Provide help and cover for Estates Helpdesk when needed.

Decision Making

- The job holder will decide on when to order stationery, computer, ID Card, franking machine consumables.
- All non-specific requests will be passed to the Reception and Security Officer for a decision.
- 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).
- The job holder will have overall responsibility for prioritisation of allocated clerical duties.

Analysis and Research

- 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.

Planning and Organising

- 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.
- Enthusiastic about the organising your workspace, and being able to find files and phone numbers at a moment's notice,
- Monitor and ensure that the reception area is kept tidy and projects a business-like image.
- Comfortable using phone systems, copiers and printers
- 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.
- The role holder is responsible for a uniform which is provided to each receptionist.
- Candidate should Have a strong knowledge of the School, campus geography, School structures and awareness of events

Initiative and Problem Solving

- Find correct address by searching on School website for wrongly delivered mail;
- 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
- Identify issues with Access ID Cards by checking system reports and applying changes accordingly

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 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 Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM 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 and Development Review (PDR).

UNIFORM

A uniform will be provided. You will be expected to keep your uniform clean and tidy, your uniform must be worn at all times whilst you are on duty.

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.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to GCSE level (or equivalent), including English and Maths (A-Level) 	E
Experience	<ul style="list-style-type: none"> Telephony skills and experience Proven and successful experience of administrative work General working experience in Higher Education sector Previous experience working as receptionist 	E E D D
Knowledge	<ul style="list-style-type: none"> Excellent oral and written communication skills Excellent interpersonal skills, including a pleasant telephone manner Computer and keyboard skills Ability to work as part of a small team Working knowledge of switchboard telephone system Demonstrate good organisation skills MS Office basic understanding Certificate to prove MS Office skills 	E E E E E E E D
General	<ul style="list-style-type: none"> Pleasant, helpful personality with “to do attitude” Diplomacy, tact, and a calm mature attitude. Customer care awareness, Ability to communicate with individuals at all levels often be described as friendly and likeable High standards of dress and presentation 	E E E E D E

E-Essential: Requirement without which the job could not be done

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

Date compiled: Mar 2025

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 3 scale in the range £30,231 - £33,925 per annum (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, 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 UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.