

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF BIOLOGY, MEDICINE & HEALTH
CHOOSE AN ITEM.

WOLFSON MOLECULAR IMAGING CENTRE
DIVISIONAL ADMINISTRATION SUPPORT AND RECEPTIONIST

Salary: Grade 2

Hours: 0.57 FTE

Duration: Permanent

Responsible to: Research Project Manager

Overall Purpose of the Job:

The post holder will cover a busy reception and will provide the first point of contact to staff, students and external visitors including couriers. In addition the role will support PS and academic staff with general administrative and office duties.

Main Responsibilities which will include some or all of the following and which may be amended in the light of changing priorities:

Operational

- Act as a focal point and welcoming all visitors, representing the University courteously and professionally
- Deal with telephone enquiries, filtering information and transferring telephone calls and messages to colleagues
- Liaise with staff in the building to ensure an effective and efficient reception service is delivered for all building users
- Receiving deliveries and forwarding or distributing as appropriate and coordinating delivery sign off
- Distributing and co-ordinating incoming and outgoing mail
- Maintenance of stationery/ distribution of key stock and re-ordering of supplies via iProc
- Creating requisitions for orders, including office supplies and laboratory consumables using the iProc financial system
- Preparing and coordinating call-off orders, acknowledging receipts on OracleRaise financial requisitions as and when required

- Ensuring information is distributed to all relevant staff
- Managing room bookings for on-site meetings on an electronic diary and setting up of rooms, AV equipment and furniture as required
- Manage keys for various rooms ensuring signing in and out
- Manage the system for allocating badges and car parking spaces for visitors
- Organise catering for events where necessary and direct to venue
- Deliver documents to other parts of the School/University campus when necessary
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- Liaising with the procurement and finance colleagues regarding queries about invoices and orders
- Making travel arrangements and hotel bookings using the Key travel booking system
- Reporting Estates faults online and to Estates colleagues
- Reporting House Service matters to the Deputy Superintendent
- Liaising with the Estates Helpdesk regarding estates faults and recording information on the relevant database
- Handover at the end of each day to the Constant Security guard
- Assisting with general administrative processes as required, such as recording annual leave and assisting with staff recruitment.

Building Specific

- Working closely with colleagues in relation to access cards and security control.

General

- Have an understanding of and commitment to promote the University's policies and procedures to support and promote Equality & Diversity.
- To maintain confidentiality of information in line with data protection requirements and University policy
- To comply with Health and Safety requirements, including having an awareness of personal responsibilities to maintain a safe working environment
- To contribute to the University's agenda for social responsibility, including sustainability.
- Any other duties as designated
- In all of the above acting proactively and exercising judgement and providing work output to a high standard and acting with the utmost professionalism, discretion, and ensuring confidentiality

Person specification:

Essential skills and experience

- Experience of working in a reception environment, ideally within a large organisation
- Experience of providing administrative support
- Good communication skills, demonstrating an ability to deal with a wide range of people
- Flexible and responsive to customer needs and able to provide information, advice and guidance whilst maintaining confidentiality
- Good organisational skills, and able to prioritise work in a busy environment and meet strict deadlines

- Demonstrates an ability to work in a team environment and able to support colleagues in the delivery of objectives
- Demonstrate accuracy and attention to detail
- Demonstrate numeracy skills and the ability to use initiative
- Computer literate
- Demonstrable commitment to the University's strategy, vision and values

Desirable skills and experience

- Experience of a service environment
- Experience of dealing with people in an office environment
- Experience of working in an NHS or HEI environment

Expectations and success factors

- To be a proactive team member and treat all colleagues and students with respect in accordance with the established PS Behaviours
- To be willing to work across organisational boundaries
- To seek new knowledge and share ideas
- To be open and responsive to change and innovation