

BORDERS COLLEGE

JOB DESCRIPTION

Job Title	Campus Receptionist & Facilities Administrator
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Post Holder	
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Accountable To	Robert Hewitt
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Responsible For	Providing a professional reception and telephony service for Borders College/Heriot Watt University and provide administrative support to the Facilities Management team
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Department	Facilities
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Overall Purpose of Job
To ensure that students, staff and members of the public receive an effective and efficient service whilst working the Scottish Borders Campus switchboard.

Main Duties and Responsibilities
<p>General Support</p> <p>Provide reception cover for the Scottish Borders Campus, including telephone cover for other Campuses as and when required</p> <p>Answer incoming calls on the Scottish Borders Campus switchboard in a friendly and professional manner, keeping greetings pleasant but brief and processing the call efficiently</p> <p>Deal with first-line enquiries and refer them to appropriate staff in a pleasant and efficient manner</p> <p>Distribute accurate messages to staff/students by e-mail, written format, telephone or in person</p> <p>Maintain Visitor Record Book, ensuring that it is accurate and completed by all visitors to the campus, and issue Contractor/Visitor badges</p> <p>Book out parking spaces for visitors to Borders College and HWU, ensuring parking signs are displayed</p> <p>Monitor stationery stock levels and replenish as required, adhering to budgetary restrictions</p>

Mail Duties

Sort and distribute incoming mail to appropriate mail trays

Sort, distribute and frank outgoing mail, including mail items from the Hawick, Newtown and Tweedbank campuses

Receive and sign for any deliveries to the main reception or re-direct if necessary

Any other ad-hoc duties as arising

Vehicle Fleet Management

Manage MOTs, safety checks, services, road tax and repairs for College vehicle fleet

Effective prioritisation and co-ordination of College vehicle bookings, adhering to policy

Monitor authorised College minibus drivers licence categories in accordance with DVLA regulations.

Administrative Support

Monitoring of Planned Maintenance Database covering all Campuses, ensuring that all paperwork is received, scanned, filed and that due dates for maintenance are correct and adhered to

Take minutes at meetings and distribute the completed minutes to the relevant attendees

Prepare reports and charts e.g. vehicle usage and mileage, and other ad-hoc admin tasks as and when required

Issue Borders College staff parking permits and keep an up to date record of vehicle registration numbers

Record and log Helpdesk calls, as and when required, from Borders College and HWU staff and students electronically via Support Centre software

Maintain accurate database of Archive contents to date, including removals and deposits

Handle, record and dispose of all lost property for the Scottish Borders Campus

Emergency Duties

First point of contact for First Aid requests, involving sourcing First Aiders and holding First Aid Protocol documents for individuals with specific conditions/care requirements

Assist with fire evacuations - refer to the Visitor log book to ensure that all on-site visitors are accounted for, receive verbal confirmation from Facilities Assistants of clear areas once a sweep of the building has been completed, and report this information back to the Health & Safety Manager

Direct G4S initial calls to a member of the Facilities Management team if a security/silent panic alarm is set off across Campuses

Receive passenger lift alarm calls and notify a member of the Facilities team

Personal and Professional Development

Adopt flexible working methods to meet the changing needs of the College

Develop and maintain quality standards appropriate to the post

Develop and maintain professional standards and expertise by undertaking relevant professional development

Assist in the development and promotion of the Scottish Borders Campus to ensure an appropriate and professional service is provided

Develop and maintain a team based approach to the provision of reception and telephony services to the Scottish Borders Campus

The above mentioned duties and responsibilities represent the current situation and may change over time to reflect the changing needs and requirement of the College.

Signed **Date**
(Staff Member)

Signed **Date**
(Line Manager)

PERSON SPECIFICATION

QUALIFICATIONS		Essential or Desirable
	HNC at SCQF Level 7 or equivalent experience in a relevant discipline	E

KNOWLEDGE		Essential or Desirable
	Working within a large multidisciplinary public environment	E

EXPERIENCE		Essential or Desirable
	General reception management within a similar environment	E
	Managing diverse and conflicting priorities	E
	Dealing with challenging situations to reach positive outcomes	E
	Operation of telephony, mail management and general administration tasks.	E

INTERPERSONAL SKILLS & ABILITIES		Essential or Desirable
	Friendly and welcoming personality.	E
	Excellent communication skills – both individual and group.	D
	Negotiating and influencing skills.	D

OTHER ABILITIES/QUALITIES		Essential or Desirable
	Good time management & organisational skills.	E
	Effective decision-making skills.	D
	Good IT skills in particular email, word, excel, teams.	E
	Ability to work flexibly and effectively respond to changes.	E