

Receptionist

Institute of Continuing Education



The role

Salary:

£19,305 – 22,214 pa

Contract:

Fixed-term

Location:

Madingley, Cambridge

Department:

Institute of Continuing
Education

Responsible to:

Front of House Supervisor
Emma Ingleton

Working pattern:

Full-time

Purpose of the role

The Hall and the operational staff (comprising various fixed-hours and casual staff), provide teaching and meeting room facilities along with full 'hotel services' to a broad range of the Institute's own programme of courses and events as well as to commercial conferences meeting and function activities for a wide range of clients.

The Hall is required to maintain a high level of occupancy of all facilities and in addition to the residential and non-residential courses and conference business the Hall actively promotes wedding receptions, catering events, individual bed and breakfast accommodation and social events. At any one time there will be up to 180 short-term customers/students on the site, up to 84 short-term residents (one to five nights) and likely to be functions and events taking place (anything from concerts for 100, garden parties for 500, to wedding receptions and lectures).

The role-holder will report to the Front of House Supervisor and will provide a full and comprehensive reception and information service to the customers, course members, academic staff and visitors to the Hall.

Key responsibilities

Welcoming all visitors to the Hall

- Provides information and guidance for course members, customers and

visitors, as first point of contact within the Hall to ensure individuals or groups have clear information and or directions.

- Registers residents, issuing room keys and providing directions. Modifies room allocations should individuals declare special need or preferences.

Customer Service

- Provides, or requests services for individuals or groups to meet service needs i.e. transportation services, meals or beverages, audio visual, technical services, management assistance to ensure good customer service.
- Resolves any accommodation issues direct with residents, liaising with Housekeeping and/or Management as necessary to ensure customer satisfaction.
- Provides both routine and non-routine assistance to customers, course members and visitors in normal and non-routine circumstances to ensure comfort and safety and compliance with legislation.
- Deals with student/customer/tutor issues as appropriate, referring serious complaints or issues to the Reception Supervisor and/or on shift Duty Manager whilst on duty.

Telephone Duties

- Answers incoming telephone calls and either answers questions or passes through to appropriate person or sections. Provides advice and guidance to callers as necessary or a variety of different topics related to courses, conferences, staff etc.

Reservation Management

- Maintains bedroom allocation and check-in systems to reflect changing requirements and demands. Maintains internet availability of bedrooms by quantity and type. Responds to requests for B&B accommodation, checking availability, taking payments and updating information.



The role (continued)

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Key responsibilities

Reservation Management continued

- Allocates accommodation for weekly courses making decisions regarding suitability of rooms for individuals and liaising with the Housekeeping Supervisor with regard to room usage.

Administrative Duties

- When required, admin support will be provided by the reception team such as amendments to daily menus, table signage and general signage”.
- Sells publications and merchandising from the reception office and takes payments for bedrooms, bar bills, course fees, additional meals, phone accounts etc. and ensures proper cash control.
- Takes practical action to deal with situations or emergencies that might occur during the shift – including services, breakdowns of facilities, fire incidents, arranging medical attention for course members as appropriate.
- Provides a postage service and manages couriers for all Divisions involving weighing and franking all outgoing mail to ensure accurate and correct postage is applied.
- Liaises with Conference Assistant regarding meeting room requirements at the beginning of the shift and the Night Porter at the end of the shift in order to collect and impart appropriate information.

Security

- Provides a security service whilst on duty, including observing CCTV, reacting to alarms, observing movement around the site via an access control system. Takes action in the event of security incidents, contacting University Security and Police as appropriate.



Person specification

	Essential	Desirable
Education		
Educated to GCSE level or equivalent	√	
Experience		
Prior experience in a customer-orientated environment, preferably customer facing. i.e. hotel, leisure, retail.	√	
Experience in handling cash and card transactions		
Experience in handling visitors under difficult situations and time pressures		
Skills		
Competence in the use of office equipment and software, e.g. Microsoft Office and reservations systems, etc.	√	
Competence in the use and demonstration of audio visual equipment.		
Demonstrate customer service skills.		
Numeracy skills		
Excellent interpersonal and communication skills required.		
Able to calm situations through diplomacy and skill		
Able to handle difficult situations helpfully and effectively		√
Able to delegate tasks to peers tactfully especially in difficult/time-pressured situations		
Approachable manner and ability to problem-solve discreetly in a public environment		
Ability to work as a part of a team.		
Additional requirements		
Ability to organise time and work.		
Must be well presented.		
Flexible approach to working at weekends and on a Rota basis		√
On occasion, be able and willing to do physical work in relation to room set-up, etc.		
Able and willing to work with financial matters		
Clear speaking voice for telephone work		

The Institute of Continuing Education

The University of Cambridge Institute of Continuing Education (ICE) designs and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners predominantly studying on a part-time basis. ICE is closely integrated with the University's mission to support learning throughout life, continuing professional development, interactions with business and industry, community engagement and international outreach.



ICE offers around 600 courses a year which include day schools, residential weekend courses, fully online courses, intensive summer programmes for international students, bespoke courses, award bearing sub-degree courses and part-time Master's degree courses (ICE is currently the admitting body for all the University's Master of Studies programmes). There are approximately 4,300 student enrolments per year.

ICE's staff of c. 99FTE consists of academics, administrators and the Hall team. ICE's teaching is further supported by c. 300 part-time tutors and examiners.

The Institute's activities primarily take place at Madingley Hall (a residential Grade I listed building), which provides facilities for conferences and events and supplies full 'hotel services' for all users, offering 13 meeting rooms; 62 ensuite bedrooms; Bar and Lounge; 24 hour Reception cover and a quality catering and domestic service; 8 acres of grounds.

The Institute's annual turnover is approximately £9m with reserves of about £11m.

Terms of appointment

Tenure and probation

The appointment will be made on a permanent basis and will be subject to satisfactory completion of a three month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, working Monday to Sunday variable on a rota basis (including evenings, weekends and Public Holidays).

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 7.2 weeks (36 days), inclusive of public holidays.

General information

Salary

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled

applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Sheetal Kale, who is responsible for recruitment to this position, at: ICEHRAdministration@ice.cam.ac.uk. Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via hrenquiries@admin.cam.ac.uk.



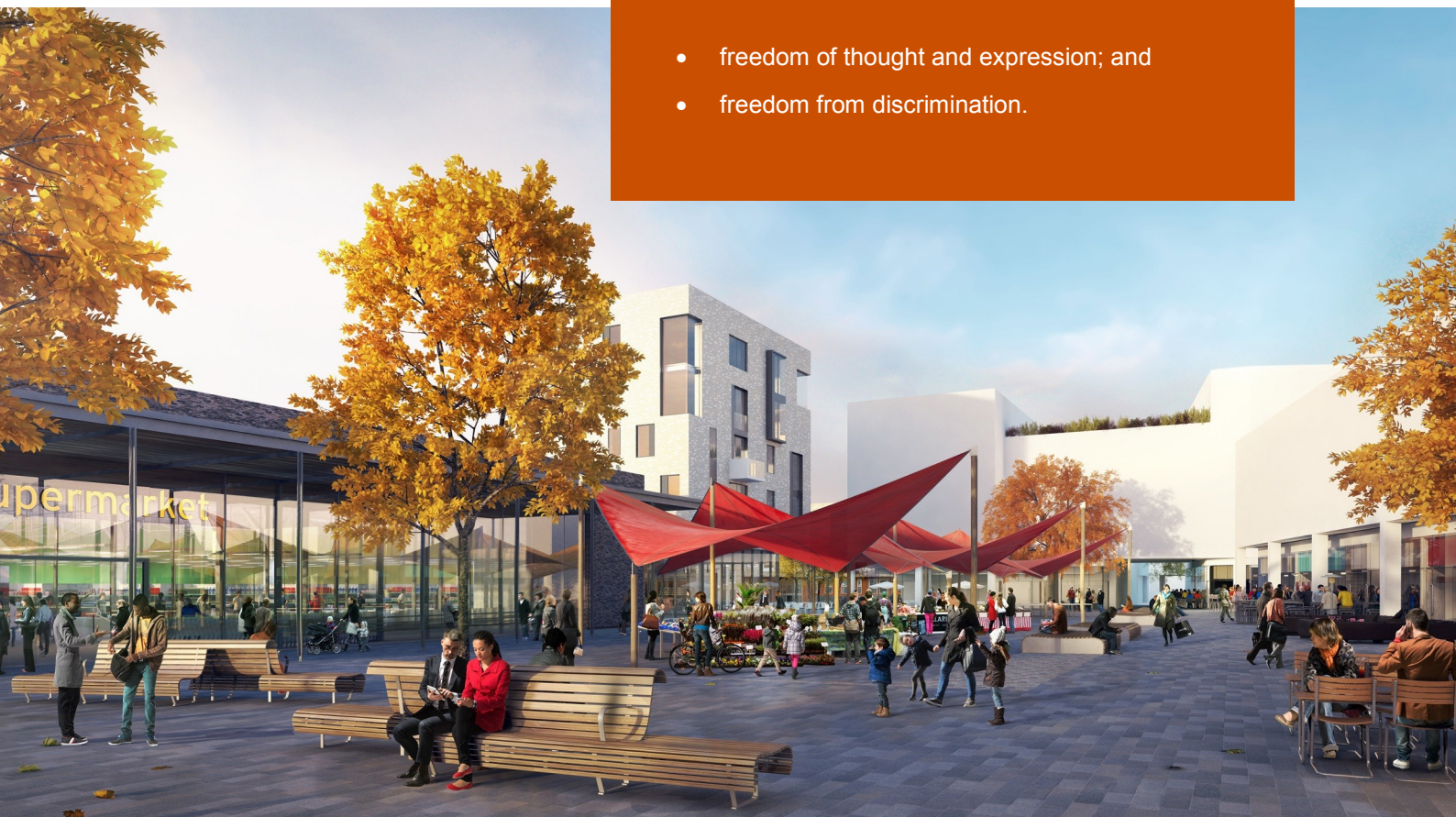
The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people. Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.





About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual

Our ideas and innovations have shaped the world. Our campaign, 'Dear World... Yours, Cambridge', will raise £2 billion to help us shape all our futures.

dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

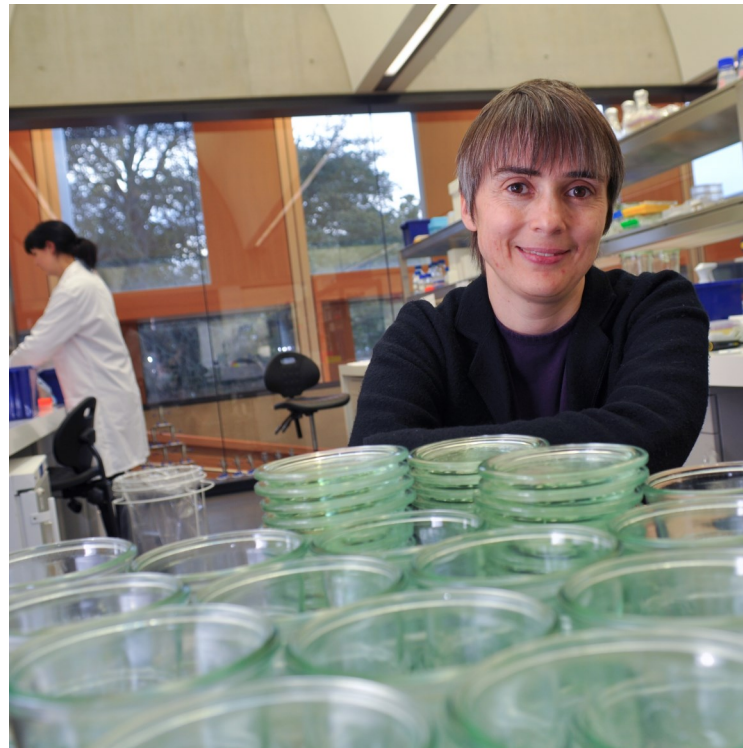
The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 11,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women. We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University has signed up to the Race Equality Charter, a notional framework for improving the representation, progression and success of minority ethnic staff and students within higher education.



Living in Cambridge



Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away.



The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes.

Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Further information about attractions in and around Cambridge can be found at [Visit Cambridge](http://www.visitcambridge.org), the official tourism website for the city.

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMBens employee benefits

We offer a CAMBens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMBens Cars and CAMBens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

Family-friendly policies

The University recognises the importance of

supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our Ofsted rated 'outstanding' workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.

The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing



What Cambridge can offer

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website www.nwcambridge.co.uk



The importance of helping individuals settle into a new area is also recognised by the University. The Shared Equity Scheme <https://www.hr.admin.cam.ac.uk/pay-benefits/cambens-employee-benefits/financial/shared-equity-scheme> provides financial assistance to qualifying new members of staff with the purchase of living accommodation, where they have to relocate to take up their appointment. Removal expenses are also available for qualifying new members of staff.

Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups



and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Whether it is understanding the molecular basis of neurodegenerative diseases, or helping farmers in India increase their yield, or discovering better ways to live in large cities – I know that what we do in Cambridge affects lives, and livelihoods, the world over.

Vice Chancellor Professor Sir Leszek Borysiewicz, 2016

How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

If you have any queries regarding the application process please contact Sheetal Kale at : ICEHRAdministration@admin.cam.ac.uk

The closing date for applications is 07 May 2018. Interviews will take place on Thursday 24 May 2018.



UNIVERSITY OF
CAMBRIDGE