

BLAVATNIK SCHOOL OF GOVERNMENT

Summary

Job title	Receptionist (maternity cover)
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG
Grade and salary	Grade 3: £22,681 - £25,138 (with a discretionary range to £27,181) per annum, dependent on experience
Hours	Full time
Contract type	Fixed-term maternity cover for 12 months
Reporting to	Front of House Supervisor
Vacancy reference	171726
Additional information	Start and finish hours may vary depending on which Reception shift is being staffed
Closing date	The closing date for applications is 12 noon (UK time) on Monday 22 April 2024

The role

At the Blavatnik School of Government, our vision is of a world better led, better served and better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, and we have no shortage of exciting content: cutting-edge research into topical issues, students from all over the world with amazing stories to tell, and visitors ranging from heads of government to Nobel laureates.

Along with the Front of House Supervisor, the Receptionist will be the first point of contact for all individuals visiting the School, including staff, students and visitors, and all incoming enquiries. The Receptionist will also provide a wide range of administrative support to the School's administrative teams, as well as maintain relevant School mailing lists.



The postholder should enjoy working with people, have a competent, professional manner in dealing with customers face-to-face, and possess a clear understanding of the important aspects of customer service. They should have a good understanding of standard administrative procedures, excellent communication skills and the ability to relate to a wide range of people.

A flexible approach is required to working hours and the postholder will be expected to cover additional hours or swap shift patterns from time to time.

Maternity (or other family) leave cover post

This post is to cover the absence of the substantive postholder, who is taking a period of maternity leave. The post is available for 12 months or until the actual return of the substantive postholder, or the resignation of the substantive postholder and employment of a new postholder, whichever is the earliest.

Responsibilities

Responsible for the main reception point of the building, duties include:

- Provide meet and greet service to all members of staff and visitors to the building. Welcome students, staff and visitors to the School, and provide assistance as necessary, including directing them to the appropriate area, dealing with queries and making travel arrangements;
- Ensure that security is maintained by checking ID cards or following specific building protocols. Receive and vet all visitors to the building, ensuring that they have legitimate business in the School. Issue access cards as necessary and ensure cards are returned, and provide guidance and advice as required;
- Provide a range of support, though not limited to, to the following teams within the School: Facilities, Events, Programmes Team and Human Resources.
- Be responsible for dealing with enquiries and take the necessary action to deal with any problems which arise;
- Work closely with the Facilities team to deal with building contractors, including arranging maintenance visits to the School and understanding the contractors' needs (e.g. parking requirements), and checking to ensure that any works undertaken will not interfere with the School's activities such as teaching, events, etc.;
- For any walk-in or phone call external event enquiries, take notes of some basic information and refer it to the Events team;
- Be one of the first points of contact for guests/delegates attending both School and external events, and provide general information on the event and the building. Liaise with event managers through the event and provide support where necessary;
- Assist visitors on how to connect to the School's Wi-Fi;
- Provide advice and guidance on events and lectures to internal and external individuals;

- Manage the Reception's email account and the School's general enquires email account, responding promptly to all emails or forwarding to relevant colleagues as required;
- Attend and represent the Front of House Team at the weekly Starters and Leavers meeting, taking minutes and updating the line-manager accordingly;
- Maintain information on databases, such as managing internal communications (i.e. internal mailing list);
- Conduct weekly checks of the School's merchandise/branded goods for the School's online shop. Process order collections and place orders for repeat stock where necessary;
- Alert relevant staff of security or building issues, including contacting University Security Services or Facilities when necessary. Furthermore, if required, perform the role of Head Fire Marshall in the event of any fire alarm activation. If required, perform the role of primary First Aider;
- Manage the reception desk during the absence of the Front of House Supervisor;
- Train new and temporary reception staff, and provide ongoing guidance where necessary;
- Monitor and maintain stationery;
- Receive and record deliveries of mail;
- Any other reasonable management requests related to the efficient management of the reception and the building.

Selection criteria

Essential selection criteria

- The successful candidate must enjoy working with people and have a competent, professional and courteous manner in dealing with customers face-to-face;
- A good understanding of standard administrative procedures, evidenced by formal secretarial/administrative qualifications (e.g. NVQ Level 2 Business Administration or RSA Diploma) or work experience at a similar level;
- Ability to use standard computer programs (Outlook, Word, Excel);
- Demonstrable ability to communicate effectively in English, both in speech and in writing;
- Possess interpersonal skills needed to relate to a wide range of people, particularly when responding to requests and enquiries, and have a good telephone manner;
- A good understanding of issues around confidentiality;
- Have a willingness to learn new skills, including attending training deemed appropriate for the role;
- Be smart and presentable, including the wearing of uniform if the need arises;
- Thorough understanding of good customer service;
- A flexible approach and ability to cover additional hours as the operation requires;
- Be self-motivated and work effectively, knowing when to refer matters to others.

Desirable selection criteria

- Experience in a similar position;
- Knowledge of the University.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010 and our founding dean is [Professor Ngaire Woods](#). We admitted the first 38 Master of Public Policy (MPP) students in 2012 and we currently accept around 140 MPP students and five doctoral students a year.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all. You can find more information on the [Blavatnik School of Government's website](#).

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the HR team directly on recruit@bsg.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>.

The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme which is available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We have excellent childcare services, including five University nurseries as well as places at many other private nurseries. See <https://childcare.admin.ox.ac.uk/>

We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (including menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBTQ+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>