



**THE JENNER
INSTITUTE**
DEVELOPING INNOVATIVE VACCINES



Job title	Receptionist
Division	Medical Sciences
Department	Nuffield Department of Medicine
Location	Jenner Institute, Old Road Campus Research Building, Roosevelt Drive, Headington, Oxford, OX3 7DQ
Grade and salary	Grade 3: £22,681 - £25,138 with a discretionary range to £27,181 p.a.
Hours	Full time
Contract type	Permanent
Reporting to	Charles Parkins, ORCRB Building and Facilities Manager
Vacancy reference	172517

Additional information	Your normal place of work will be the Old Road Campus Research Building, Roosevelt Drive, Headington, Oxford, OX3 7DQ. To enable effective operations and owing to the nature of this post, agile working will be required. This will necessitate working within the NDM Institutes, Centres and Units.
About us	<ul style="list-style-type: none"> University of Oxford - www.ox.ac.uk/about/organisation Nuffield Department of Medicine (NDM) - https://www.ndm.ox.ac.uk Unit - https://www.jenner.ac.uk/
What we offer	https://hr.admin.ox.ac.uk/staff-benefits <ul style="list-style-type: none"> An excellent contributory pension scheme 38 days annual leave A comprehensive range of childcare services Family leave schemes Cycle loan scheme Discounted bus travel and Season Ticket travel loans Membership to a variety of social and sports clubs A welcoming and diverse community



**Athena
SWAN**
Silver Award



The role

Applications are invited for a Receptionist join the Old Road Campus Research Building, at the University's Old Road Campus in Headington, to join the building management team. You will be responsible and report to the ORCRB Building and Facilities Manager on a day-to-day basis. The reception team provide 'front of house' contact and service for visitors and staff alike. The reception area is a busy environment with many visitors and contractors, augmented by students and staff from other University buildings and the local NHS community having access to the Knowledge Centre. Reception is open from 08.00 am – 17.30 pm daily with two staff working either 08.00 am – 16.00 pm or 10.00 am – 17.30 pm, with each period being covered by mutual agreement with reception staff and their manager.

This post is primarily from 08.00 am - 16.00 pm, five days per week. Some flexibility to cover for absence during others' leave/absence would be appreciated. You will deal with enquiries and requests from visitors and staff and have responsibilities for elements of the day-to-day functioning of the building: e.g. management of incoming and outgoing post, maintenance of databases (e.g. for access), collating requests for repairs, forwarding of appropriate information throughout the building. Administrative support for the Building & Facilities Manager will form part of the role.

Responsibilities

You will:

- Be expected to have the confidence and knowledge to undertake roles with the minimum of supervision, but also know when to refer to building managers and senior staff within occupying groups for advice and guidance.
- Conduct yourself with tact, discretion and the observance of confidentiality. Liaison between the reception team members will be required to ensure that the desk is always staffed and that relevant information is shared.
- Be responsible for the acquisition and maintenance of knowledge and understanding of the occupying groups within the ORCRB, and their key staff at a less detailed level similar knowledge of the occupants of the adjacent buildings on the Old Road Campus is required. In facilitation of this role it will be necessary to develop and maintain a contact and knowledge database.
- Greet and deal with visitors, staff and contractors in an appropriate and professional manner.
- In the case of visitors, make appropriate contact to advise of their arrival, ensuring that contractors, service engineers etc are not given access to the building before being given permit to work authorisation.
- Maintain a supply of contractor access cards and issue as needed, keeping accurate records of usage and return.
- Ensure that all visitors comply with the procedures for recording arrival and departure.
- Monitor CCTV images from around the building and report unusual or inappropriate events in accordance with documented procedures.
- Receive and process requests from authorised staff within ORCRB with regard to access rights for new staff to the security system, or the amendment of that for existing staff.
- Receive and process bookings from ORCRB staff for use of central meeting rooms and facilities.
- Assist in maintaining the appearance of the main atrium and building perimeters: alert staff within the facilities team to litter or spillages to ensure that appearance is pristine at all times.



- Undertake the sorting of incoming post from Royal Mail, University Messenger Service, couriers etc., ensuring that items addressed to Goods-in are passed to them, rather than directly to users. In the event that a delivered item causes concern, follow the appropriate procedure to minimise risk and damage.
- Manage the franking of all outgoing post for delivery by Royal Mail. Ensure that there is sufficient credit on the franking machine at all times and liaise with the building finance personnel. Set up and record additional franking codes for departments and groups when needed.
- On a monthly basis, print off the postal usage data for each account code and forward this to finance personnel for recharge to users.
- Upload postal charges data onto the franking machine when received from the provider to ensure use of the correct rates.
- Maintain an up-to-date knowledge of postal charges and services, and advise users as necessary. Prepare documentation for special services e.g. recorded delivery and ensure a suitable and adequate supply for this purpose by liaising with Royal Mail and University Postal Service.
- Organise and maintain suitable provision for users within the post room, and prepare outgoing post for pick-up.
- Liaise with post room staff in other buildings, as necessary.
- Ensure familiarity with local alarms and alerts within the building and take appropriate action according to documented procedures. In the event of unpredicted problems, deal with the event in a professional and calm manner, and contact building or department and group managers appropriately. If necessary, follow emergency procedures e.g. building evacuation.
- Receive and evaluate request for repairs of building fixtures and fittings, and forward these to the appropriate team for remedial action.
- Maintain the ORCRB e-mail list, ensuring that it is up-to-date. Review messages received for forwarding to mail list, and do so where they fall within agreed content. Seek advice otherwise.
- Participate in the development and management of the ORCRB website.
- Post streamed messages and announcements on the atrium plasma information screen
Monitor the atrium notice boards, ensuring that content is kept up-to-date and is appropriate for display.
- Provide administrative support to the Building Facilities Manager as directed.
- In the event that temporary staff are required on the reception team, work closely with such staff to ensure that they are best able to fulfil their short-term role effectively.
- Undertake any other task that is requested, and is reasonable for the role.
- Comply with University and local rules with regard to purchasing and financial procedure.
- Abide by local and University rules and codes of practice with regard to Health and Safety
- Work with discretion and confidentiality when dealing with personal data or information
- Participate in and support the public engagement and widening access activities of the Department and the University. This is anticipated to be not more than 2 days per year.
- Undertake mandatory training as required by the University, Division and Department. The specific list of training courses may change from time-to-time, in response to both legal and internal University requirements.



Selection criteria

Essential

- Educated to GCSE level (including English and Maths) or equivalent with good literacy and numeracy skills.
- Well presented with excellent interpersonal skills, a polite and courteous manner along with a good telephone manner and the ability to communicate with a range of people.
- Ability to work independently as well as part of a team.
- Previous or similar experience in a Receptionist role or busy environment.
- Good IT skills and experience of MS Office suite of programmes.

Desirable

- Knowledge of Health and Safety relating to management of buildings.
- Previous usage of computerised security systems.
- Previous experience of website and mail list management.

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. 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>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling



How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

If you would like to apply, **click on the Apply Now button** on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

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

Please upload all documents **as PDF files** with your name and the document type in the filename. Please note using a long file name may prevent you from uploading your documents.

- http://www.ox.ac.uk/about_the_university/jobs/supportandtechnical/

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 recruiting department directly recruitment@ndm.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**, which with effect from 1 October 2023 will be 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.

