

Job Description and Selection Criteria

Job title	Receptionist
Division	Humanities
Department	Faculty of Classics
Location	Faculty of Classics, Ioannou Centre for Classical & Byzantine Studies 66, St. Giles', Oxford, OX1 3LU
Grade and salary	Grade 3: £26,948 - £27,838 per annum
Hours	Full time (8am to 4.30pm Monday–Wednesday, and 8am to 4.00pm Thursday-Friday)
Contract type	Permanent
Reporting to	Office Manager
Vacancy reference	176212
Additional information	There is a requirement to work Bank Holidays that fall within term time.

The role

The Faculty of Classics invites applications for a permanent, full time Receptionist at its building in central Oxford. Reporting to the Office Manager, the postholder will be a member of the Faculty Support Team, which is responsible for the effective day to day operational running of the Faculty building.

The Faculty Support Team is responsible for the day to day running of the Ioannou Centre, ensuring all facilities and building related services work optimally. The Receptionist will provide dedicated operational support to the Office Manager and Faculty Support Officer in delivering these services, including the provision of 'front of house' services through effective signage and voice communication with visitors, dealing with queries in person as required.



Responsibilities

Front of House

- Act as the first point of contact for all visitors, staff and students entering and using the building, assisting them in the use of the facilities.
- Act as a first aider during working hours
- Manage and control building access through the intercom system, taking into account security requirements.
- Update and resolve university card issues using the appropriate system.
- Ensure all communal areas are clean and tidy at all times, including, but not limited to, the entrance, common room and kitchens.

Events/meetings/seminars

- Manage the Faculty room booking system, ensuring it is accurate and up to date.
- Support lectures, including non-technical set up
- Work with academic colleagues to book all seminars and annual lectures into the requested rooms.
- Support the Office Manager and Faculty Support Officer with event and seminar set up

Communication

- Act as first point of contact for queries relating to the Faculty as a whole, (whether in person, by email, or telephone).
- Be proactive in responding to general enquiries, sending them onto the appropriate member of staff.
- Efficiently manage the distribution of all post, and arrange couriers as and when required.
- Maintain a register of occupants, room numbers and telephone lines for the University and Faculty telephone directories (online and hard copy)
- Ensure door cards on all offices are up to date.
- Ensure all building notice boards are tidy and up to date

Buildings issues

- Responsible for the receipt and safe movement of deliveries and equipment around the building
- To receive and log faults and maintenance issues, and ensure follow up action as required (referring issues to Facilities Management where necessary)
- To assist the Facilities Management team with weekly fire alarm tests
- Act as a Fire Warden
- To ensure all cleaning and waste/recycling collections are carried out
- Responsible for safes and lockers and the allocation of keys
- To keep control of stationery supplies and re-ordering as required
- Carry out daily and weekly building checks, ensuring all issues resulting from these are reported appropriately.

Selection criteria

Essential

- Excellent communication skills, including accurate written and spoken English, and the ability to communicate with different audiences.

- Excellent interpersonal skills and the ability to represent the faculty in a confident and professional manner when liaising with a wide range of people from both within and outside the University of Oxford.
- Ability to work independently, and show initiative where necessary, as part of a team.
- Excellent attention to detail and good level of personal discretion and judgement including when to refer matters to Line Manager.
- Proven keyboard skills and familiarity with Microsoft Office, spreadsheet and database packages.
- Experience of reception or front-of-house duties.
- First Aid qualification, or willingness to be trained.
- Fire Marshall qualification, or willingness to be trained

Desirable

- Previous experience of working in a Higher Education environment
- Experience of a computerised ordering system

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.

Humanities Division

The Humanities Division is one of four academic divisions in the University of Oxford, bringing together the faculties of Classics; English; History; Linguistics, Philology and Phonetics; Medieval and Modern Languages; Music; Oriental Studies; Philosophy; and Theology, as well as the Ruskin School of Drawing and Fine Art. The division has responsibility for over 500 members of academic staff, for over 4,000 undergraduates (more than a third of the total undergraduate population of the University), and for about 1600 postgraduate students.

The Division offers world-class teaching and research, backed by the superb resources of the University's libraries and museums, including the famous Bodleian Library, with its 11 million volumes and priceless early book and manuscript collections, and the Ashmolean Museum of Art and Archaeology. Such historic resources are linked to cutting-edge agendas in research and teaching, with an increasing emphasis on interdisciplinary study. Our faculties are among the largest in the world, enabling Oxford to offer an education in Arts and Humanities unparalleled in its range of subjects, from music and fine art to ancient and modern languages.

The Humanities Division has embarked on a major building project on the Radcliffe Observatory Quarter, following the recent announcement of the £150 million gift to create the [Stephen A. Schwarzman Centre for the Humanities](#).

The Schwarzman Centre will serve as a dynamic hub dedicated to the Humanities. The building will bring together seven Humanities faculties, the Humanities Divisional Office, a new library and significant cultural and public engagement spaces in a space designed to encourage experiential learning and bold experimentation through cross-disciplinary and collaborative study. The Faculty of Classics will not move to the Schwarzman Centre, but will continue to be based in its current premises at the Ioannou Centre, St Giles, Oxford.

For more information please visit: www.humanities.ox.ac.uk

Faculty of Classics

The Faculty of Classics is the largest department of Classics in the world; it focuses on research and teaching in ancient Greek and Roman culture, civilisation, and history between around 1100 B.C. and A.D. 600. Particular subjects include the study of the ancient Greek and Latin languages, and of literature and documents composed in either, and the histories, cultures and societies of those who used those languages as a mother-tongue or as a principal mode of discourse. The faculty comprises the two sub-faculties of Greek and Latin Languages and Literature and of Ancient History and Classical Archaeology and currently has about 53 permanent academic post-holders. Faculty members also include researchers employed on fixed-term contracts, and research and teaching staff employed by the colleges.

As in most other Humanities faculties in Oxford, undergraduate teaching in Classics is organised primarily by the colleges, which also manage undergraduate admissions and student welfare. The sub-faculties and the Classics Faculty Board are responsible for devising the syllabus in the relevant areas for undergraduate courses, for appointing examiners, and for providing lectures and classes to complement the college teaching (known as tutorials). The Faculty Board controls the admission and supervision of graduate students through its Graduate Studies Committees. There are currently about 85 graduate students in Classical Languages and Literature, 65 graduate students in Ancient History and about 75 in Classical Archaeology (the latter are admitted through the Graduate Studies Committee of the School of Archaeology) reading for higher degrees (the MLitt and DPhil by thesis, and the MSt and MPhil which are normally a mixture of thesis and taught course).

The faculty is based in the Ioannou Centre for Classical and Byzantine Studies, at 66 St Giles', although many activities are also based in colleges. The Ioannou Centre is home to the faculty office (including the IT Officers), several of its research projects and a number of academic staff, including Byzantine Studies and the Classics language teaching staff. It includes facilities for graduates, and acts as a focal point for staff and graduate students in all aspects of Classical studies. It is open throughout the year, and in addition to providing the space for teaching and research, it plays host to a range of seminars, conferences, school visits, exhibitions and other events. Being in close proximity to the Sackler Library, the Ashmolean Museum, the Faculty of Oriental Studies and the Faculty of Medieval and Modern Languages enhances the opportunities for those working in the faculty.

For more information please visit: <http://www.classics.ox.ac.uk/>

The Faculty of Classics holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

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 recruiting department directly
Classics Recruitment recruitment@classics.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, flexible working options, 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, 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. 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 (inc 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, LGBT+ 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>