



Job Description



DEPARTMENT NAME

Job title	Apprentice Receptionist and Administration Assistant
Division	Medical Sciences
Department	Medical Sciences Divisional Office - BioEscalator
Location	BioEscalator – Innovation Building, Old Road Campus, Oxford
Grade and salary	Apprentice Grade 1 £25,331
Hours	Full time (36.5 hours per week) The core hours are 8.45am – 4pm with some flexibility with start and finish times.
Contract type	Fixed-term Apprenticeship (2 years)
Reporting to	<i>Business Administration Officer</i>
Vacancy reference	176480
Additional information	No relocation expenses apply to this post.

Apprenticeships at the University of Oxford

Becoming an apprentice at the University of Oxford is an excellent opportunity to gain practical experience and training. You will work alongside experienced colleagues, whilst learning on the job and appropriate objectives will be set during the course of the Apprenticeship. At the same time, you will study for formal qualifications in your field.

For more information, please see some of our current apprentice’s case studies:
<https://www.apprenticeships.ox.ac.uk/meet-our-apprentices>

For advice on how to make you application for this apprenticeship the best it can be, please go to: <https://www.apprenticeships.ox.ac.uk/how-apply>



The role *(This section describes the training you will receive and a brief overview of the job)*

The BioEscalator Apprentice Receptionist and Administration Assistant will be a key member of the BioEscalator team, as the first point of contact from the BioEscalator community and also external parties with a diverse range of individuals. This is a fantastic opportunity to kickstart your career, providing customer services to the start-ups housed and administrative support to the team. You'll gain experience in a wide range of administrative tasks, from handling enquiries and managing the day-to-day operations at the reception to support financial processes and events. We are seeking motivated individuals who are keen to learn and develop their skills, and willing to take on new challenges and a passion for supporting others.

You will be required to complete a 1.5 year training programme within a two-year fixed term employment contract, that will cover all aspects of the role and will be delivered through in-house training, as well as day-release or other distance learning methods delivered by Abingdon and Witney College. You will complete a Business Administrator level 3 Apprenticeship which is within the Business and Administration sector.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship.

Responsibilities *(This section tries to give you a feel of what your day-to-day activities at work will be. This is just the basics, there will be more as your training progresses)*

You will be fully trained to carry out the following duties:

Reception

- Act as the first point of contact and responsible for the day to day running of the BioEscalator's reception desk.
- Provide a welcome and professional face to all staff, customers and visitors; ensuring a positive first impression of BioEscalator and provide assistance as necessary.
- Be responsible for independently identifying and progressing priority items of business for immediate attention from the telephone calls, emails and post.
- Respond to straight forward enquiries promptly and provide appropriate information; redirect more complex queries to other members of the team as appropriate.
- Sign visitors in and ensure that they are met by their host.
- Sort outgoing mail and assist in organising couriers as requested.
- Email general announcements to the BioEscalator community.
- Keep building signage up-to-date.
- Maintain general tidiness and organisation of the reception, kitchen spaces and communal areas ensuring a smart professional image.
- Work with BioEscalator team and ensure that reception is continuously staffed during break times and arrangements are made for annual leave.

Administrative and finance tasks

- Oversee all aspects of the day-to-day running of the reception, including managing shared inbox, the diary of day-to-day activities, managing access; ensuring enquiries and interactions are handled efficiently and effectively.
- Manage room and break out space bookings and ensure meeting rooms and break out space are ready for the bookings. Assist in organising materials and venues for meetings or events.
- Manage visitor parking requests and issue visitor parking permits.

- Using the Salto system to organise access rights for building users and ensure the access is up-to-date. Training will be provided in using Salto system.
- Monitor and maintain stationery and refreshment supplies, perform financial process with general office orders and deliveries using Oracle. Training will be provided in using Oracle system.
- Maintain and update the database as appropriate, including the telephone list, mailing list and BioEscalator community information. Record information and filing system when required.
- Contributing to updating SOPs and handbooks by testing, reviewing and suggesting edits.
- Provide general administrative duties and support to the BioEscalator team.

Building and facilities

- Ensure familiarity with local alarms and alerts in the building and emergency and evacuation procedures. In the event of unpredicted problems, deal with the situation in a calm and professional manner and alert the relevant colleagues and, if necessary, follow emergency procedures.
- Be alert for security or building issues and communicate to relevant colleagues, including BioEscalator team, University Security and Estates Services.
- Raising faults and building issues, liaise with Facilities and Estates when necessary.
- Report incidents, accidents or near-miss incidents to BioEscalator team.

Event support

- Assist with both internal and external event preparations and provide on-the-day support, maintaining a helpful and professional attitude throughout.
- Support the events as required and contribute to the smooth and professional execution of events

Additional duties

- Undertake any other duties as appropriate to the nature of the post, demonstrating flexibility and a willingness to support the BioEscalator.
- Maintain a proactive approach to all responsibilities, ensuring that tasks are completed to a high standard and in a timely manner
- Provide support and cover for colleagues as required.
- Work effectively in a team environment and build effective working relationships with staff and external parties at all levels.

This job description should be viewed as a guide to the role and is not intended as a definitive list of duties. It may be reviewed in light of changing circumstances with consultation with the post holder. The post holder is expected to work flexibly, develop the role over time and respond positively to change.

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>

Apprenticeship roles are not eligible for sponsorship under the skilled worker visa route normally used for employed roles but there are other visa routes which candidates may be eligible to apply under. If you are eligible to apply under a different route the department is happy to discuss any queries, with support from the University's Staff Immigration Team. There is also government residency requirements for Apprenticeship funding on which the Training Provider will be able to offer advice.

Selection criteria *(When your application is assessed these are the things that we will look for. Try to show in your application that you have these qualities, qualifications, or experience. It doesn't matter if you haven't got all of them but try to show how good you are in as many areas as you can. Give workplace examples if you can, even if it is from work experience at school, or examples from extracurricular activities such as a sport you play.)*

Essential

1. Applicants must be 18 years or over due to the increasing responsibilities of the role as training progresses.
2. Educated to GCSE standard (English and Maths grade 4 or above) or equivalent
3. Excellent written and oral communication skills, with the ability to communicate messages clearly and accurately; draft information for emails, documents, handbooks or websites
4. Excellent attention to detail
5. Ability to organize and prioritise workload effectively
6. Able to work flexibly and supportively as part of a team and enjoys working with people
7. Enthusiasm for learning through the apprenticeship training, with a proactive, adaptable and 'can-do' approach
8. Competency with basic IT applications, for example, Microsoft applications (Word, Excel and Outlook) with willingness to undertake essential training and learn new skills

Desirable

9. Experience in a customer-facing environment
10. Interest in supporting business operations in biomedical start-ups

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 Medical Sciences Division holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

About the BioEscalator

The Oxford BioEscalator is a new start-up incubator on the Old Road Campus, right alongside some of the University's major medical research institutes. Innovation in Oxford is thriving and growing rapidly; the BioEscalator is a key component in that growth, providing a nurturing environment for early-stage ideas and enabling start-up companies to become sustainable.

The BioEscalator rents space to commercial tenants; small, early-stage start-up and spin-out companies in the biomedical science sector. Lettings are done on a flexible basis and may be as little as one bench in a shared lab or an entire private lab. The BioEscalator also has purpose-built shared facilities: molecular biology labs, including a tissue culture suite and chemistry lab; the Hub (the centre of collaboration and events); and meeting rooms. It is run by a small team of dedicated staff with a commitment to customer service and a can-do attitude. The BioEscalator is changing the face of biotech in Oxford and our culture matches that: we collaborate, we innovate and everyone pitches in.

We are also building a community within the BioEscalator and beyond. Our aim is to punch above our weight and become an important hub for innovative bioscience in Oxford and the UK. This includes encouraging entrepreneurship and collaboration with industry at the University. It also includes reaching out to external organisations and other parts of the University and working with them to bring events and meetings to the BioEscalator.

For more information, please visit: www.bioescalator.ox.ac.uk

How to apply

As part of the recruitment process, shortlisted candidates will be contacted directly by the Apprenticeship Training Provider and will be required to complete initial assessments in English and maths, provide an up-to-date CV and book onto a short eligibility assessment telephone call where you can also find out more about the apprenticeship and ask any questions you may have. By applying for this vacancy, you are giving the Training Provider permission to undertake a Learner Record Service check on your previous qualifications. The Training Provider for this apprenticeship is Abingdon & Witney College - the contact there is Jane Phipps - apprenticeships@abingdon-witney.ac.uk

Please note: The only way to apply for this position is to apply via the GOV.UK apprenticeships site. Please click here to apply: [Apprentice Receptionist and Administration Assistant - University of Oxford BioEscalator – Find an apprenticeship – GOV.UK](#)

The closing date for applications is **midnight on Monday 6th January 2024**.

Interviews will take place week commencing **27th January 2024** and will be held face-to-face at the BioEscalator on the Old Road Campus, Headington, Oxford.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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>

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.