

Front of House Receptionist

Department:	Estates and Facilities Management
Grade/ Salary:	Grade 2
Contract Type:	Permanent
Hours:	22 hours per week - Saturday and Sunday 07h00 – 19h00
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Department of Estates and Facilities Management

Estates and Facilities

Estates and Facilities is a specialist directorate within the University with an overall staff of approximately 100. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including: cleaning, portering, security, switchboard, reception, post and stores;
- health and safety
- catering
- conference services
- Curzon Goldsmiths
- procurement
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates and Facilities are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
- To procure development projects as approved;
- To manage and keep under review, property agreements, leases etc;
- To liaise with external bodies, as appropriate concerning the estate;

- To maintain buildings, services and grounds in safe condition and fit for purpose;
- The provision of timetabling services to maximise space utilisation.
- To operate support services which meet agreed Service Level Standards;
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures;
- To adopt value for money solutions in all aspects of activities;
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
- To identify and meet current and emerging 'customer' requirements;
- To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;
- To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

Estates and Facilities' overall aim is to provide for sustainable first class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way.

Job description

Reporting to: Front of House Coordinator

Summary:

To deliver an excellent Front of House (FoH) service as outlined in the FoH and Conference Services Handbooks. The role is based in Loring Hall Management Centre and provides cover across FoH services as and when required.

Main duties:

- To provide a friendly, professional and courteous welcome to Goldsmiths;
- To ensure that all student/staff, conference guests, contractors and visitors are dealt with efficiently and ensure that an exceptionally high standard of customer service is provided at all times;
- To be responsible for the efficient running of reception, concierge or bookings desks with the professionalism and knowledge required for each location;
- Accept and sign for deliveries from Royal Mail and couriers. Process mail for Halls residents, notify them via email and sign out mail when collected;
- To ensure an excellent telephone answering service is provided, providing information and assistance to customer enquiries;
- To support events happening on campus and ensure a smooth service is provided;
- To be familiar with the layout of the campus and local area and be able to give clear directions and information when needed;
- To ensure great team work at all times both within and outside the department, always demonstrating a “can do” approach and solutions;
- To communicate regularly with the FoH Coordinator;
- Pass on messages to Accommodation and Conference Services as required;
- To be responsible for the upkeep and cleanliness of your allocated area including filing and next shift preparation, including daily handover to Security;
- To deal with maintenance requests, log on Estates Helpdesk and/or advise on progress, contact Estates Helpdesk as and when required;
- Unlocking and locking bedrooms when required;

- Escalate any security incidents to the security control room;
- To be aware of catering outlet opening times and offers as well as Curzon Goldsmiths screenings;
- To undertake such other duties within the competence of the Role Holder as may be required from time to time.

Goldsmiths Students specific

- Contact Residents when they have visitors and ensure that visitors are signed in;
- Accept Room inventory sheets from new student arrivals and log any jobs on Estates Helpdesk as required;
- Assist with enrolment, creating cards for new students.

Conference Services Guests specific

- Meet and greet all conference guests providing check in and check out services;
- Individual Bookings: Check individual lets booking systems for arrivals in good time to order service level cleaning. Prepare keys. Working with agreed systems and processes for Meet and Great. Check In and Check Out Service;
- Group Bookings: Receive list from Conference Services in good time to order service level cleaning. Meet and Greet. Working with agreed systems and processes for Check In and Check Out. Take allocation of bedrooms from Leaders and follow process for new occupants;
- Note any lost/damaged keys, cards and lanyards and report to Conference Services;
- Note any behavioural issues and report to Conference Services on a daily basis.

Key Access

- To prepare sign in and issue access cards and keys to student/staff, conference guests, contractors and visitors;
- Accept and record keys and access cards from departing student/staff, conference guests, contractors and visitors.

- Deal with lost keys and access cards, arrange access, issue replacement cards and keys and log issues as outlined in FoH and Conference Services Handbooks;
- Monitor people visiting the building to ensure only authorised people are allowed access;
- Carry out Key Audits at the start and end of shifts for handovers - ensuring the keys that are kept in the building are checked
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test / P = Presentation

Category

Essential Criteria 1 - Qualifications	
Educated to GCSE level (or equivalent)	A, C, I
Essential Criteria 2 - Experience	
Administrative, reception or concierge experience	A, I
Customer Service experience, ideally gained within a Front of House service	A, I
Desirable Criteria 2 - Experience	
Experience using access control software	A, I
Essential Criteria 3 – Knowledge	
Knowledge of what constitutes an excellent customer experience	A, I
Good working knowledge of IT e.g. Microsoft Outlook, Word, Excel	A, I
Good understanding of complaint handling	A, I
Desirable Criteria 3 - Knowledge	
Knowledge of health and safety requirements	A, I
Essential Criteria 4 - Skills	
Outstanding communication and interpersonal skills	A, I
Good attention to detail	A, I
Ability to prioritize work within a context of competing demands	A, I
Ability to work independently and as part of a team	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Shivi Hotwani, tel 020 7919 7544, e-mail s.hotwani@gold.ac.uk

July 2021

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.