



Candidate Information

Position:	Receptionist - Seamus Heaney Centre
School/Department:	School of Arts, English and Languages
Reference:	24/111795
Closing Date:	Monday 20 May 2024
Salary:	£25,641- £26,973 per annum.
Anticipated Interview Date:	Wednesday 29 May 2024
Duration:	12 Months

JOB PURPOSE:

To be the first point of contact for academic & research staff, students, members of the public and other visitors to the Seamus Heaney Centre at Queen's.

To provide general information on the programmes and activities of the Centre, directing enquiries, and supporting the smooth running of internal and external events and group visits.

Based primarily at the reception desk of the Seamus Heaney Centre, the post holder will also provide specialist information on the exhibition and collections in the building.

MAJOR DUTIES:

1. Provide exceptional front of house leadership for all visitors to the Seamus Heaney Centre including:
 - Welcoming and directing visitors within the building and the wider campus.
 - Daily maintenance and security of the front of house area (reception and retail space).
 - Daily maintenance and regular inspections of the exhibition and other public areas.
 - Oversee a small team of student workers to ensure high standards of customer service and support.
 - Deal with routine enquiries from students, staff and visitors (by telephone, e-mail, written correspondence, in person) and provide them with the relevant information or refer more complex enquiries to the appropriate member of staff.
 - Make suggestions for improving service and efficiency, taking customer comments and feedback into account.
2. Provide clerical support relating to the reception and retail area including:
 - Daily financial reconciliation, and contributing to monthly reports.
 - Maintaining the Payment Card terminal at the retail point in line with policy and guidelines.
 - Managing the inventory for the retail area, placing repeat orders and regular stock checks.
 - Managing internal room bookings e.g. for student-led workshops and meetings.
 - Maintenance of event pages and registrations on the SHC website.
 - Maintenance of audience data, visitor numbers and stakeholder contacts.
 - Undertake the role of Print Champion for MFD printers in the building, arranging support tickets and consumables.
3. Provide operational support for events and conferences in the Seamus Heaney Centre including:
 - Technical set up for presentations, troubleshooting and logging calls with Information Services or Estates where appropriate.
 - Ensuring appropriate room setup and hospitality.
 - Act as Building Liaison officer, reporting faults and repairs needed to relevant colleagues, and act as Fire Safety Officer which involves carrying out weekly checks of the building and the testing of the fire alarm.
 - Liaison with relevant colleagues on marketing/student recruitment activities including recruitment events, publicity and social media.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).

2. A minimum of 2 years' recent and relevant professional experience to include the following:
 - Experience in public-facing roles.
 - Providing effective customer service, dealing with customer queries efficiently face-to-face and over email and telephone.
 - Experience of overseeing small teams.
 - Accurately maintaining databases and spreadsheets.
 - Experience in communicating with a wide range of audience groups to include school groups and other specific demographics.
3. IT literacy and ability to use computer packages relevant to area of work (eg Word, Excel, Outlook).
4. Numerate and accurate when working with figures and handling payments.
5. Good oral and written communication skills, able to communicate effectively with staff, students and members of the public.
6. Ability to work on own initiative and as part of a team.
7. Flexible, willing to adapt to new tasks and duties.
8. Ability to make decisions and to plan and prioritise within remit of post.
9. Willing to work evenings and weekend hours as required, within a planned rota system.

DESIRABLE CRITERIA:

1. Experience in public-facing roles in the arts sector.
2. Practical experience working with audio visual equipment.
3. Demonstrable experience of promoting events using online digital platforms e.g. social media, relevant websites.
4. Evidence of an understanding of the Health & Safety requirements for event bookings.
5. Experience of working in the HE sector.