



University of
Sheffield

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Receptionist

Professional Services,
English Language Teaching Centre

Overview

The English Language Teaching Centre (ELTC) is seeking an enthusiastic and efficient Receptionist to provide great customer service to our students and staff. You will be working in a busy reception area, where you will be the first point of contact for students. You will contribute to the administration support for a wide range of programmes and services. You will have excellent customer service skills and be able to use your initiative to deal with complex problems and queries. As the majority of our students are here to study English language courses, you will be required to deal patiently with people whose first language is not English.

Person Specification

You should provide evidence in your application that you meet the following criteria. We will use a range of selection methods to measure your abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

The University of Sheffield is proud to be a Disability Confident Employer, we commit to recruit and retain disabled applicants and support positive action. We encourage disabled people to apply for our jobs and to have the opportunity to demonstrate their skills, talent and abilities at the interview stage. We commit to offer an interview to disabled applicants who meet the minimum criteria for the job. For further information on the Disability Confident Scheme, please follow the [link](#).

Criteria		Essential	Desirable
1.	A good general education to a minimum of 5 GCSEs at grade C or above, or equivalent, including English or equivalent vocational qualifications and/or work experience.	X	
2.	Previous experience of working within a reception or first point of contact role or have demonstrable equivalent skills.	X	
3.	Ability to work as part of a team whilst willing and able to work using own initiative	X	
4.	Excellent IT skills including Microsoft Office, email, Google applications and the internet.	X	
5.	Good interpersonal skills with an ability to deal sensitively with students from a wide variety of cultures in order to provide accurate and comprehensive information for students and staff.	X	
6.	Confident and professional manner and ability to act with discretion and diplomacy.	X	
7.	Ability to respond quickly and confidently to a range of complex enquiries from a diverse audience.	X	
8.	Willingness and ability to adapt own skills to new circumstances.	X	
9.	Good organisation and time management skills to prioritise own workload.	X	
10.	A flexible and positive approach to work.	X	
11.	Excellent customer service skills, with experience of responding efficiently and effectively to face-to-face, telephone and email enquiries.		X

About the Team

The [English Language Teaching Centre](#) (ELTC) is a department within Academic Programmes and Student Engagement (APSE) responsible for the provision of English language courses and language support to international students. The Centre has over 100 academic and 20 administrative staff. A wide variety of courses and services are offered in ELTC's own building and across the University campus. The Centre has a very large International Summer School and runs courses and exams in the evening and at weekends.

You will join a small friendly team of staff in a very busy, student-focused environment. You can find out more about the department by visiting our website, Facebook page, YouTube videos or Twitter feed.

Job Description

Main Duties and Responsibilities

- Provide a high quality customer focused reception service for the Department including:
 - Take responsibility for dealing with enquiries from students, staff and visitors, in person, by email and on the telephone.
 - Offer appointments and check-in attendees of Writing Advisory Service (WAS) appointments.
 - Sort and distribute incoming mail; arrange collection of out-going mail; arrange for courier collections when required.
 - Maintain the departmental notice boards
 - Update Reception answerphone messages as and when needed
 - Ensure the Reception area is kept tidy and all information leaflets are updated regularly
- Provide a high quality front-facing student support service
- Provide initial student support to students who come to reception with issues or problems and direct them to the relevant services.
- Input, update and maintain all student interactions at reception on to our in-house database, ensuring accuracy.
- Liaise with other Professional Services within the university to resolve student queries.
- Liaise with agents and other outside bodies, such as sponsors.
- Undertake other activities as required to ensure that all administrative activities within the Department are undertaken in a timely and efficient manner, working closely with senior colleagues.
- Display a professional, personable attitude regarding students and communications sent on behalf of the ELTC.
- Make informed decisions based on knowledge of the work, recognising the need to ask for advice from others where necessary.
- Identify ways to continually improve the delivery and effectiveness of the service as part of customer care duties.
- Take Minutes at committees and staff meetings and circulate these in a timely manner.
- Manage own workload and work to strict deadlines without the need for supervision.
- General administrative duties, such as filing and photocopying.
- As a member of our Professional staff you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: [Sheffield Professional Framework](#).
- Any other duties, commensurate with the grade of the post.

Reward Package

Terms and conditions of employment: Will be those for Grade 3 staff

Salary for this grade: £22,214 - £23,144 per annum. Potential to progress to £24,248 per annum through sustained exceptional contribution.

This post is open ended.

This post is full-time: This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University. Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. If you wish to explore flexible working opportunities in relation to this post, we encourage you to call or email the departmental contact listed below.

If you join the University you will have access to a Total Reward Package that includes a competitive salary, a generous Pension Scheme and annual leave entitlement, as well as access to a range of learning and development courses to support your personal and professional development. You will have access to your own personalised portal where you can also access a comprehensive selection of benefits and offers to suit your changing lifestyle needs, for example financial wellbeing, travel options, shopping and cinema discounts.



The University is committed to tackling the global climate emergency. Our sustainability strategy forms an integral part of all we do. We strive to embed this in all areas of university life, from our students' education, the globally impacting international research we contribute, to campus life.

We aim to empower staff to work sustainably by giving them the knowledge to make ethical decisions at work and home. Staff have the opportunity to be involved in impactful sustainability projects through the nationally recognised Green Impact scheme.



Staff have access to excellent green benefits including the cycle to work scheme with discounts and free secure bike storage, as well as many greener choices across campus.

If you have an interest in this area, the university will strive to passionately support you in these commitments. Check out www.sheffield.ac.uk/sustainability for more information.

The University of Sheffield recognises the importance of creating a positive environment, whereby all staff feel able to talk openly and with trust about wellbeing and mental health.

Our Staff Wellbeing offer, encourages and supports staff to maintain their own positive health and wellbeing through a range of accessible, inclusive and supportive services and activities.

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University.

Inclusion at Sheffield is everyone's responsibility. Our vision is to build a University community that actively attracts, engages and develops talented individuals from many different backgrounds.



We are proud of our award-winning equality, diversity and inclusion action, and we continue to work to create a fully inclusive environment where everyone can flourish.

To find out more about the benefits of working at the University, visit www.sheffield.ac.uk/jobs/benefits

Selection – Next Steps

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

It is anticipated that interviews and other selection action will be held in October 2023. Full details will be provided to invited candidates.

For more information on our application and recruitment processes visit www.sheffield.ac.uk/jobs/application-tips

Informal enquiries

For informal enquiries about this job and the recruiting department, contact: Caroline Hunter on caroline.hunter@sheffield.ac.uk or on 0114 222 8075.

For administration queries and details on the application process, contact the lead recruiter: Sara Narayan on s.l.narayan@sheffield.ac.uk or on 0114 222 1798.

For all online application system queries and support, visit: www.sheffield.ac.uk/jobs/faqs

Creating a remarkable place to work

We build teams of people from different heritages and lifestyles from across the world, whose talent and contributions complement each other to greatest effect. We believe diversity in all its forms delivers greater impact through research, teaching and student experience.

We have a global reputation for impactful research, excellent teaching and learning. By joining the University, you will be joining award-winning teams and departments who are all working together to make the University of Sheffield a remarkable place to work.