

Job Profile

Job title	Receptionist		
Division/dept.	University of Bradford International College (UBIC)		
Working hours	40 hours: Mon to Fri, 8.30am – 5.00pm 25 days annual leave pa + bank holidays	Start date	ASAP
Reports to	Student Support Manager	Location	Bradford
Salary	£24,750p/a	Bonus	-

Job purpose

Based at the heart of Bradford University's campus, UBIC offers a wide range of courses to international students, all of which, upon successful completion, allow progression to a variety of university degrees, both undergraduate and postgraduate, at the University of Bradford. Our students come from over 50 different countries providing an incredibly diverse community of learners. We strive for student achievement through providing the best possible student experience, professional staff and outstanding resources. Our success is not possible without the commitment, dedication and collaboration of every member of staff.

UBIC are looking for a receptionist to join their Student Services team. The person appointed will be required to provide a high quality & effective professional service to both staff and students, hold strong interpersonal skills, and have the ability to handle a wide range of tasks.

Main duties and responsibilities

- Contribute to creating a friendly and supportive atmosphere for students and staff.
- Work on the reception desk to greet visitors and students.
- Assist students with general enquiries in person, via telephone and email and follow up when further information is required.
- Act as a first point of contact for all students and escalate accordingly.
- Ensure student databases are regularly updated.
- Support student enrolment and re-enrolment processes.
- Liaise with university support advisors from various departments and faculties.
- Arrange meetings between students and staff when required.
- Assist with data input for exams.
- Provide cover for colleagues in their absence.
- Act as a positive ambassador for UBIC.
- Follow UBIC and Bradford University policies and staff codes of conduct.
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This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person Specification	ESSENTIAL	DESIRABLE
Legal Status	<ul style="list-style-type: none"> • Eligibility to work in the UK • Satisfactory enhanced DBS disclosure 	
Qualifications	<ul style="list-style-type: none"> • 5 GCSE's A - C 	<ul style="list-style-type: none"> • A qualification in administration or related field. • A recognised certificate in computer skills or IT.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of providing face to face customer service • Experience of working in a busy, office-based administrative role • Awareness of confidentiality & data protection • Microsoft Office skills, very proficient in MS Teams, Excel & Outlook • Accurate record-keeping / updating student records (including student database, registration status, results spreadsheets) 	<ul style="list-style-type: none"> • Experience of working in an FE/HE environment • Experience of working with international students/non-English speakers in a professional setting • Business Development • PA/Reception experience • MS Office qualifications
Qualities	<ul style="list-style-type: none"> • Sympathetic approach to international students & different cultures • Customer focused, being able to assist and support a large amount of students • Calm under pressure & able to multi-task • Assertive & positive attitude • Team player with a "can do" attitude • Adaptable & self-motivated • Be a critical thinker Have good problem-solving skills • Be adaptable and versatile, being ready to drop everything to help a student. 	

Oxford International is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service, as this job involves working with children. This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974.

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