**PERSON SPECIFICATION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Receptionist and Travel Administrator</th>
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<tbody>
<tr>
<td>Programme:</td>
<td>Directorate</td>
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<tr>
<td>Job Reference No:</td>
<td>AD1216</td>
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<td>Grade:</td>
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## QUALIFICATIONS / EDUCATION

**Essential:**
- 3 A Levels or equivalent
- GCSE in Maths and English at A* – C (or grade 4 or above)

**Desirable:**
- Degree in relevant subject (e.g. communications or travel)

## EXPERIENCE

**Essential:**
- Experience in organising complex travel arrangements
- Experience in a customer facing role, providing excellent customer service
- Experience of helping other people and building positive working relationships
- Experience of managing conflicting priorities, while maintaining accuracy and achieving required outcomes

**Desirable:**
- Experience of working within Universities and Higher education, Charity / Not for Profit, NGOs or Scientific Organisations.

## SKILLS

- Ability to take initiative for making improvements
- Accurate and attentive to detail
- Strong communication and interpersonal skills
- Excellent organisational skills and the ability to manage conflicting priorities
- Good numeracy skills
- Good IT skills
- Being self-motivated and proactive
- Being able to work well individually and as part of a team
- Have an interest in helping people
- Well-presented, polite and tactful
| Can handle complaints in a calm manner |
| Booking meeting rooms and setting up equipment |
| Answering, screening and forwarding phone calls |
| Sorting and distributing post |
| A positive ‘can do’ approach |

**TYPE OF PERSON REQUIRED**

A well-presented person with excellent interpersonal skills, able to work individually and as part of a team. This role is the first point of contact for the Centre and the successful candidate will be highly approachable and professional with a “can-do” attitude. The post-holder will have a natural interest in helping others and will be able to make visitors and staff members feel at ease.

Able to coordinate and organise complex and multiple travel arrangements, this role will suit someone highly organised, proactive and responsive that enjoys helping others.

**OTHER RELEVANT INFORMATION**

The post holder will be expected to interact in a professional manner with clients and partners.

This is not a United Nations Post.