



Job Description

Post:	Receptionist and Administrator (York Place)	Grade:	E
Department:	Marketing, Student Recruitment and Brand		
Responsible to:	Head of Marketing, Student Recruitment and Brand		

Main purpose:

- Be the first point of contact for the York Place reception, answering the door and signing in visitors when required.
- Provide administrative support as detailed below.
- Be a brand ambassador of Norland at all times.

Main responsibilities and duties:

- Always provide high quality customer service when dealing with telephone and face-to-face enquiries from staff, students and external parties.
- Receive all visitors, students and colleagues at the reception desk for Norland by greeting, welcoming, directing and announcing them appropriately.
- In conjunction with the Oldfield Park Receptionist and Administrator, cover the main switchboard.
- Ensure the reception area is always tidy and presentable, with all necessary stationery and materials.
- Maintain office security by following safety procedures and controlling access via the reception desk i.e., issue visitor badges.
- Work in conjunction with the Oldfield Park Receptionist and Administrator to monitor the enquiries email inbox, forwarding emails on to the appropriate members of staff.
- Receive, sort, and distribute incoming post and deliveries.
- Ensure outgoing post is either stamped and posted or sent to Oldfield Park for franking.
- Coordinate the collection of large deliveries, ensuring reception remains tidy and uncluttered by moving these items out of sight.
- Assist the Oldfield Park Receptionist and Administrator in ordering and keeping an inventory of stationery and office supplies for York Place.
- Order and/or purchase refreshments for staff and students for York Place.
- Coordinate refreshments and lunches for meetings and events, liaising with appropriate staff regarding requirements, numbers, etc. This will also include liaising with the external caterers.
- Retrieve and send items from storage as requested.
- Provide administrative support to the Head of Marketing, Student Recruitment and Brand.
- Support the marketing team with events such as open days, media visits, photoshoots and filming. This includes packing open day goodie bags, printing handouts/ signage, assisting with set up, liaising with third-party suppliers, booking rooms and locations, arranging media visit schedules, supporting open day calls and enquiries.
- Support the marketing team with administrative duties such as raising purchase orders, data collation for reporting purposes, and scheduling advertising and content deadlines.
- Support the marketing team with market research activities.

- Support the marketing team with outreach programme administration, including identifying and updating contacts and supporting with communications and event scheduling.
- Support the marketing team with digital platform updates and administration, including the website, CRM and third-party platforms.
- Monitor the marketing and media email inboxes and forward on and respond to messages as required, liaising with appropriate staff.
- Administer the Norland Archives, including recording new archive donations to the archive log, storing new archive items and administering archival access and loans for viewing and/or displaying purposes.
- Assist the marketing department with packing prospectuses ready for posting to prospective students.
- Monitor the journal email inbox, forwarding emails to relevant people as necessary
- Access the journal email inbox to process abstract submissions to the journal and forward these to the Editor-in-Chief for their consideration
- Using email templates, send journal related documents to peer reviewers, authors, editors, the Editor-in-Chief, proofreaders and copy editors
- Track deadlines for book reviews, peer reviews, editorial reviews, proof reading, interviews, copy editing and paper submissions, and follow deadlines up with relevant people as necessary
- Access the journal email inbox to process papers submitted to the journal and alert the Editor-in-Chief to the need for an editorial review
- Email peer reviewers to check their availability to undertake peer reviews and inform the Editor-in-Chief of peer reviewers' availability
- Be a keyholder and open and/or lock up York Place as required.
- In the absence of the Facilities Manager or Caretaker, assist with the weekly fire alarm testing process.
- Be willing to undertake fire warden and first aid training and be a key holder to assist in opening and closing the building as and when required.
- Work with internal departments to ensure operational procedures are fully complied with.
- Take ownership of continued personal development (CPD) within your role and identify personal training needs.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with Norland's policies and procedures, as laid out in the Financial Regulations.
- To undertake any other duties, as required from time to time.

General:

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

- Have full regard for Norland's equality and diversity, health and safety and safeguarding requirements.
- Achieve individual and team targets assigned through Norland's annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.
- Operate within approved income and expenditure budgets.
- Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.

- Be subject to Norland's approved strategies, policies and procedures and undertake all duties in line with these.
- Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.