
ROLE PROFILE and PERSON SPECIFICATION



Post Title:	Welcome Desk Assistant
Remuneration:	£19,119 -£26,066 (University of Gibraltar Administration Assistant grade)
Other Benefits:	Position is pensionable with employer contribution after successful completion of probation period
Probation Period	12 months
Base Location	Europa Point Campus, University of Gibraltar
Hours	37 hours per week (approx.: 08:30am – 4:00pm)
Annual Leave	25 days plus public holidays
Responsible To	Senior Campus and Events Manager

GENERAL

The University of Gibraltar is a not-for-profit independent tertiary institution (registered charity no.273) established in Gibraltar under the University of Gibraltar Act 2015. Its principal mission is to respond to current societal needs as well as shape personal and professional futures through the pursuit of education, training, and research. The University is committed to innovative partnerships with business, government, charitable foundations, healthcare and educational institutions.

JOB PURPOSE

The Welcome Desk Assistant acts as the University's initial point of contact for enquirers calling to the Welcome Desk by telephone or in person, providing consistent and accurate information in relation to the University's programmes, staff and services. The appointed individual must project a professional image and be fully engaged with and supportive of a culture of helpfulness, well-being and fairness at all levels. The appointee must therefore be able to demonstrate initiative, reliability and professionalism when dealing with a wide cross-section of persons and organizations.

MAIN DUTIES AND RESPONSIBILITIES

Primary Functions:

- To be the University's initial point of contact for enquirers calling the University Welcome Desk by telephone or in person, presenting a friendly and professional first impression of the University to all enquirers, and answering queries or liaising with other University staff as appropriate.
- To independently trouble-shoot and resolve basic IT related problems for students, teaching staff and as and when required for external events, lectures etc.

- To assist the campus team when required with a wide variety of administrative tasks at various levels of complexity, including maintaining the room booking and timetabling system and reviewing/changing bookings as and when required.
- To support the day to day running of the University Welcome Desk. This includes managing any problems as they arise, communications with campus team and outsourced services, dealing with guests and visitors, communicating messages efficiently, taking payments for any classes, exams, merchandise or social excursions..
- To assist with travel, visits and events, and with facilitating meetings, including assisting and overseeing Boardroom bookings/set-up.
- With guidance from the Senior Campus and Events Manager, to assist with planning and implementation of special projects as required.

Secondary Functions

1. Actively promote the mission and values of the University.
2. Act ethically and uphold University’s sustainability commitment at all times.
3. Work within the Health, Safety and Welfare at Work Act 1999; fulfilling the legal duty to take responsible care for own health and safety and others who may be affected by their actions.
4. Support the University’s major events such as Graduation Day, Beacon Lectures, open days, applicant days, interviews, clearing, induction week and other key events.
5. Ensure that the highest standards of professional performance are maintained.
6. Promote equal opportunities, diversity and inclusion in the work of the University.
7. Ensure compliance with relevant legislation and statutory codes of practice, as advised.
8. Participate in the University’s performance review and appraisal processes.
9. Ensure all University policies are implemented within the remit of this post.
10. Any other duties as may reasonably be required commensurate with the grade of this post, as directed by the line manager.

This position description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected the job description will be regularly reviewed by the post holder and line-manager. These discussions will normally take place during the annual Staff Performance and Development Review (SPDR). Although the base location is as shown, the role holder may be required to work on any university site or associate campus. A summary of the essential and desirable attributes appears below and forms part of this position description.

PERSON SPECIFICATION

	Essential [E]	Desirable [D]
Qualifications and/or Professional Development	<ul style="list-style-type: none"> • Minimum of 5 GCSEs, including English Language and Mathematics at Grade C or above, or their equivalent. 	<ul style="list-style-type: none"> • Undergraduate degree.
Previous Experience	<ul style="list-style-type: none"> • Recent experience of current administrative practices. • Experience of working in an environment with a high degree of customer contact. • Welcome desk or reception experience. 	<ul style="list-style-type: none"> • Experience of working in an HE environment.

Knowledge, Skills and Abilities

- Strong interpersonal and communication skills, both written and oral.
- Ability to work consistently under pressure, prioritise work and meet deadlines.
- Good ICT skills including Microsoft Office, able to trouble-shoot and resolve basic IT related problems.
- Ability to work effectively as a team member, and to develop effective working relationships.
- Accuracy and meticulous attention to detail.
- Need for minimum supervision and ability to meet deadlines.
- Tech literate (including use of zoom, Teams).
- Able to understand own strengths as well as areas, which need further development, and actively strive to develop professional capabilities and improve University performance.
- Good team player but able to take initiative, exercising due tact and judgement.
- Ability to deal sensitively with confidential issues.
- Ability to demonstrate sound judgement in decision-making.
- Service orientated, flexible, positive and creative attitude to change.
- Ability to deal with all levels of staff and inspire confidence.
- Helpful and professional in appearance and manner.

- Ability to communicate in Spanish.

Values and Principles

- Commitment to the University's values and strategic objectives.
- Strong commitment to, and understanding of, the principles of equality, diversity and inclusion.
- A positive, professional approach to work.
- Commitment to high-quality learning and teaching and the student experience.
- Commitment to continuous improvement of services.
- Culturally nimble and able to interact in a work environment in both very formal and very informal contexts.
- Flexibility in working hours to accommodate peaks in workload.

- Proven commitment to personal and professional development.