

# RECEPTIONIST

## Estates Division

Closing Date: 25<sup>th</sup> September 2024  
Job Reference: BA43194



# Receptionist

**Salary:**

£23,144 - £25,742 pa pro rata

**Staff Group:**

Assistant

**Contract:**

Permanent

**Location:**

Greenwich House, Madingley Road, Cambridge

**Faculty / Department:**

Estates Division

**Working Pattern:**

Part time

**Role Purpose**

The role is to ensure the smooth running of the Greenwich House Reception.

This includes greeting and directing visitors, operation of the enquiry point; receipt and redirection of incoming equipment, goods and supplies; dispatch of all outgoing mail; central registration, along with some co-ordination of meeting rooms, pool cars, car parking and cycle bookings. They will also be required to assist using CUFS.



# Key Responsibilities

## Telephone Enquiries

Operates the central enquiry point as the first point of contact for incoming/internal calls  
Deals with a wide range of enquiries both in person and on the telephone Takes messages for members of staff.

## Front of House

First point of contact for greeting visitors to Greenwich House, offering refreshments. Dealing with enquiries, re-directing people.

Signing in any staff attending training on site.

## Mail

Sorts incoming and outgoing mail (for all departments), opens and distributes incoming mail as required. Forwards misdirected post to other departments within university.

Franks/stamps outgoing mail for collection

Completes documentation for packages sent by courier – monthly checking of invoice against paperwork. Signing for packages received from couriers, record delivery and take to addressee.

## Finances

Records incoming cheques in excel spreadsheet.

Issues receipts for rent cheques and cash received from tenants of University properties wherever necessary, contacts Accounts for collection.

## Ordering Stationery

Orders stationery, photocopier/printer toner cartridges and parts, coffee/tea supplies, cleaning supplies, arranging for collection of confidential shredding bin to be collected.

Ordering lunch for meetings.

Ordering taxis – recording booking for monthly checking against invoice.

## Admin Assistance

Help members of staff by assisting with the following:-

Scanning documents/typing/photocopying/filing/sending out invoices/grant information documents/overdue account information to university departments/ sending faxes/booking meeting rooms.

Any other admin duties as required.

### **Reporting of Faults**

Reports maintenance/plumbing/electrical/door alarm/fire alarm/telephone faults to appropriate office.

### **CUFS**

Uses the UFS assist with grant activations, input invoices and raise purchase orders

### **Conference Rooms**

Oversees Conference Room and meeting room bookings for all staff  
Preparation of pre-booked beverages for meetings; delivery to designated area and collection after the event.

### **Car Bookings**

Arranges vehicle bookings and issues keys to staff members. Oversees Visitors parking spaces. Arranges bicycle bookings, cycle locks and car post keys.

### **Additional Duties**

Daily Papers: Responsible for all daily papers/magazines kept in reception and displayed for the use of visitors.

Tenders: Receives tenders as and when required and ensures they are dated and signed when received and placed into the locked Tender Box.

# Person Specification

Criteria	Essential	Desirable
<b>Experience</b>		
Previous working experience in an office/reception area.	✓	
<b>Skills</b>		
Must be Computer literate and able to use a variety of IT packages (Outlook, Office, Excel)	✓	
Ability to use initiative and to maintain a polite, friendly and helpful attitude to all visitors to the office.	✓	
A good telephone manner is essential.	✓	
<b>Qualifications</b>		
Educated to at least GCSE level or above.	✓	
<b>Additional Requirements</b>		
Good Customer service skills	✓	

# Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	D
Communication	D
Innovation and Change	D
Negotiating and Influencing	D
People Development	D
Relationship Building	D
Strategic Focus	D

# Estates Division

**The Estates Division at the University of Cambridge is a multi-disciplinary organisation responsible for the development, management and maintenance of the University estate, along with the provision of a variety of related services.**

The Estates Division employs approximately 300 people and maintains over 320 University buildings and 400+ tenanted buildings.

The non-residential estate is currently valued at £2.7 billion (Insurance Replacement Cost) and its broad and complex nature presents many demanding challenges, for example some buildings are 800 years old, Grade I Listed and protected by English Heritage, whilst others are new with highly sustainable building fabrics and buildings management systems.

The capital building programme is currently estimated at £4 billion and provides a rich mix of activities that utilise best practice 'risk-averse' methods of planning, design, development and construction.

Principally we are responsible for:

- Planning and managing the University's estate development programme.
- Project managing new build construction and the refurbishment/alteration of existing stock.
- Managing the operational and non-operational estate including residential accommodation.
- Maintaining the University's teaching, research and administrative buildings.
- Managing catering outlets across the estate.
- Managing the operational and research facilities at the University Farm.
- Promoting the University's environmental sustainability initiative, particularly with regard to reducing carbon emissions.

## Estate Planning

The Estate Strategy & Planning Team is responsible for:

- Estate Strategy - preparation, communication, champion
- Capital Planning – liaison with the Planning & Resource Allocation Office on programme management and project prioritisation
- Town Planning - in-house town planning service for the operational & investment estates including local plan engagement with Local Planning Authorities, pre-application engagement, planning & listed building applications
- Space Planning - preparation, ownership and communication of the University space guidelines; space efficiency advice to project design teams; efficiency benchmarking; space optimisation planning
- Education Space – strategy & planning for the Programme Board for Education Space

## Estate Property

The Estates Property team are the first point of contact for all professional property advice in relation to the, purchase, disposal and leasing and valuation of properties on the University's Operational and Investment (formerly Non-Operational) estates.

The team also has direct responsibility for negotiating and agreeing the terms of all property related transactions and for providing strategic property advice and for the day-to-day management of properties on the Non-Operational estate.

Property advice on the University's urban estate is provided in the following key areas:

- Valuation
- Property purchase and disposal
- Taking and granting of leases and licences
- Landlord and Tenant matters including lease renewals, rent reviews, lease termination and service charges
- Business Rates
- Property Ownership
- Strategic property advice

The University's forestry and agricultural land is managed by the Rural Surveyor. The farm and forestry land is predominately near Cambridge, Girton, Madingley, Lolworth and Lords Bridge. There are also some investment farms which are managed.



Professional surveying advice to the University and the University Farm is provided in the following areas:

- The day to day management of the Rural Estate
- The management of the fodder production crops for the University Farm's dairy herd
- Farm tenancy and contract farming agreement advice and rent reviews
- Woodland management and conservation projects advice in conjunction with the University's appointed woodland consultant.
- Strategic Management of the University Land Bank
- Wayleave and compensation claims
- Valuations and Appraisals

## Sustainability

This section provides strategic direction to the University on environmental sustainability issues. It develops and implements long-term plans to reduce the University's carbon emissions, to manage and mitigate its environmental impacts and to comply with regulatory requirements.

## Estate Projects

All our Building Projects, whether new-build or refurbishment schemes, are undertaken on behalf of the University by the Estate Projects section which comprises building professionals from a variety of disciplines, including Architects and Services Engineers. This section works on both Major Projects and Minor Works, either as Project Managers or in a supportive role.

Major Projects are those that are estimated to cost in excess of £2million and are considered to be Capital Projects. The University's Estate Strategy sets out the strategic background for the development of capital projects.



These projects are developed and controlled through the Capital Projects Process which is overseen by the Planning & Resource Allocation Office (PRAO) and all decisions are made by the Planning & Resources Committee (PRC).

### Estate Facilities

The Estates Division Maintenance Section is responsible for maintaining the operational estate as well as carrying out minor refurbishments and alterations. Other responsibilities include fire safety, lift and grounds maintenance, together with the operation of a 24 hour emergency call out system to attend to plant failure and other emergencies affecting the operational performance of buildings.

The Estates Division has responsibility for specific areas of safety management including the control of asbestos, and the provision of advice and guidance on fire safety. Close links are established with the University's Safety Office ensuring a complimentary service is provided for the whole organisation.

The Facilities Management section is responsible for developing and maintaining the facilities services to support the various departments and institutions across the University, and to present a positive image to the University's members, visitors and sector competitors. A large number of staff within this section are based on the actual sites they serve, necessitating a close working relationship with their clients.



### Business Services

Business Services supports the University, in the realisation of its strategic objectives by assisting in the development of strategy, ensuring compliance, financial planning, budgeting and rent collection, providing information and solutions to improve efficiency, measuring effectiveness and communicating with stakeholders and the wider University community.

**The Estates Finance Team** is responsible for monitoring and reporting Estates income and expenditure to the Directors', Finance Division, University Committees and external organisations as required.

The Team supports the Division's budget holders by:

- assisting with forecasts of financial needs and with monitoring against budgets; which includes providing monthly reports, undertaking variance analysis and compiling the annual submission of the Division's 5-year plans
- advising on the development of business cases and working with the trading activities to maximise returns
- providing advice and training on financial issues such as funding sources, budgeting and the University's accounting system

**The Estates Procurement Team** support the Directors' and staffs responsibility to ensure that they adhere to best procurement practice and rules set out in the Financial Regulations. EM Procurement can demonstrate we are inclusive to all contractors and consultants and give confidence to our funding bodies that we are spending money wisely to protect the University brand and individuals reputation.

The team is part of Business Services based in Greenwich House. We offer a specialist layer of procurement specific to construction and maintenance managing in excess of £1.2BN within the build programme.

**Business Improvement Group** is responsible for:

Managing and maintaining all the building and site drawings, models, maps, space information and metrics across the University Estate;

Producing a range of reports and management information for internal and external stakeholders, creating the policies and procedures ensuring that records remain authentic, reliable and secure throughout their lifecycle including GDPR, managing the Division's websites;

Creating the IT Strategy, developing, delivering and maintaining the Division's IT systems and the related protocols, manage the relationships with IT vendors and University Information Services on both a strategic and operational level.

**The University Centre (UC)** provides three distinct services: support for University activities through the provision of services and rooms at the University Centre; cafés and hospitality catering across the University via the University Catering Service (UCS); and advisory services.



The latter includes assisting with letting and managing of hospitality contracts, providing the interface between Departments and contractors and offering expert catering related advice on everything from new building projects to University policies, such as sustainability and food safety.

**The Accommodation Service** exists to help staff, students and visiting scholars in their search for a home and provide guidance on relocating to Cambridge. They have over one hundred years' experience of assisting members of the University to find accommodation. They enable access to properties, both within the private sector as well as University-owned properties, which includes the recently constructed, purpose-built and highly sustainable homes for staff in a new district at Eddington.

**Cambridge University Farm** was originally established at Impington in 1900, just after the establishment of a Department of Agriculture at Cambridge. In 1910 the farm moved to Gravel Hill, just off Huntingdon Road, where it remained until 1997, when it relocated once again to Park Farm, Madingley in order to release land for the West and North West Cambridge developments.

The Department of Agriculture closed in 1972 and the farm became part of the Department of Applied Biology. The University Farm is now a commercial business, owned by the University of Cambridge and is operated as part of the Estates Division.



# Terms of Appointment

## Tenure and probation

The appointment will be made on a permanent basis. The appointment will be subject to satisfactory completion of a three month probationary period.

## Hours of Work and Working Pattern

The hours of work are 26 hours per week, working Monday – Friday.

## Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: [www.pensions.admin.cam.ac.uk/](http://www.pensions.admin.cam.ac.uk/).

## Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.

## General information Pre-employment checks

### Right to work in the UK

We have a legal responsibility to ensure that you have the right to

work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

### Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

### Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

### References

Offers of appointment will be subject to the receipt of satisfactory references.

### Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may

have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Danielle Darke, HR Co-ordinator via email: [EMHR@admin.cam.ac.uk](mailto:EMHR@admin.cam.ac.uk)

# The University

**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.**

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



# About Us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*



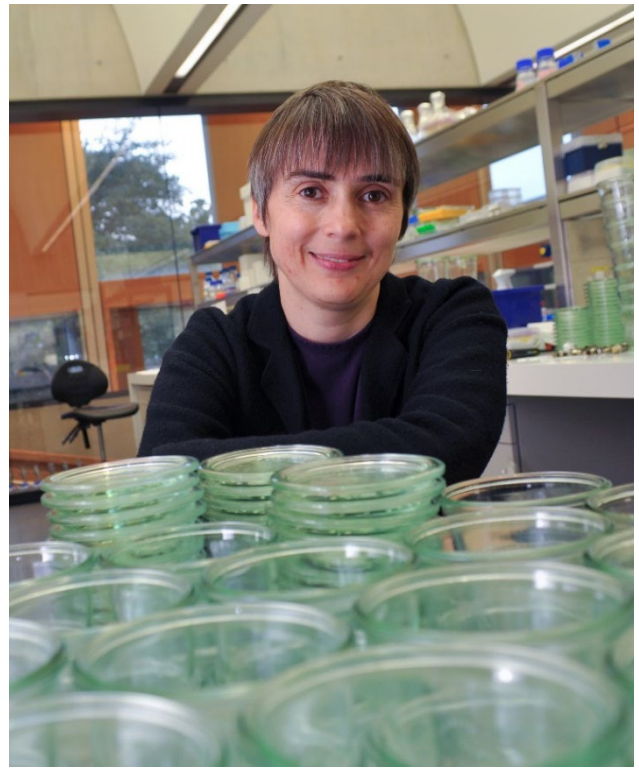
# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



## Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

# Living in Cambridge

**Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



## CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.





# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process please contact [EDR@admin.cam.ac.uk](mailto:EDR@admin.cam.ac.uk).

The closing date for applications is: 25<sup>th</sup> September 2024