**Job Title** | Evening Receptionist  
**Department** | Domestic Operations  
**Location** | St Edmund’s College, Mount Pleasant, Cambridge CB3 0BN  
**Reporting to** | Head of Domestic Operations  
**Length of Appointment** | Permanent  
**Nature of Post** | 30 hours per week, 5 days over 7  
**Salary Range** | £8.95 per hour (Pay Point 9)

**Overview**  
The College’s Reception is the first port of call for the many visitors, students, Fellows, staff and external contractors to the College. It is efficiently managed by a small, friendly team.

**MAIN DUTIES**

**Reception**
- Greeting visitors - Acting as the first point of contact between visitors and the College  
- Dealing with enquiries and telephone calls  
- Issuing keys and advice to temporary residents  
- Helping anyone who has locked themselves out of a room  
- Supervision of entrance and exit through the Front Entrance to include the locking and unlocking the Front Entrance  
- Switching lights and opening or closing curtains / blinds in public rooms  
- Ensuring all College Office windows are closed after your shift  
- Having an oversight of the security cameras  
- Assisting with security patrols  
- Dealing with emergencies (security, fire and first aid)

**Mail Services**
- Sorting and pigeonholing post and deliveries  
- Franking mail from the various departments within the College

**Financial administration**
- Administration and recording of cash receipts from students, staff and visitors  
- Top-up meal cards using the College’s computerized system and recording usage of visitors meal cards
**Event support**

- To contact relevant parties upon events taking place within the College.
- Assisting in all aspects of the College’s summer Conference season, such as producing accommodation packs and dealing with visitors’ enquiries
- Assisting in all procedures/events for the start of term and each new academic year

**Accommodation support**

- Checking in guests to bedrooms on their arrival
- Producing accommodation packs for the guest rooms
- Assisting with enquiries and telephone calls

**Compliance Responsibilities**

Full training will be provided to lead in the emergency evacuation procedures at the College to which at times you will be the main point of contact for the emergency services.

**Contacts**

Externally: Suppliers of goods, contractors, Conference delegates, Guests, Visitors
Internally: Range of departments within the University/college, individual staff members and students

You will need a flexible approach to a variety of Reception/front-of-house duties and must be able to work on your own initiative.

It is most important to St Edmund’s College that members and visitors are presented with a safe, clean and healthy environment to the highest standards. The duties are not conclusive to the role and at times this will be varied in accordance to events that could take place within the College.

**PERSON SPECIFICATION**

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<th>Qualifications/Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Proven track record in Reception Based Office, Customer Service or Conference/Hotel environments</td>
<td>Experience of managing events or meetings</td>
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<td>Experience of using Word, Excel and room booking systems</td>
<td>Experience of successful liaison with other organisations</td>
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<td>Education to A level or equivalent</td>
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<th>Skills / knowledge</th>
<th>Methodical, numerate, literate</th>
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<td></td>
<td>Ability to produce consistently good work</td>
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<td>Calm under pressure and with interruptions</td>
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<td>Ability to work on own initiative and organise workload effectively</td>
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<td>Ability to negotiate and to create good working relationships both internally and externally</td>
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<td>Appreciation of importance of customer care and able to put this into practice</td>
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<td>Personal characteristics</td>
<td>Able to work in a small team, providing cover and support for colleagues, communicating well with colleagues, flexibility</td>
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The College

The increased number of postgraduates in the University during the later 1950s led the Regent House of the University to establish four graduate Colleges in 1965; St Edmunds as well as Darwin College, Wolfson College and Clare Hall. St Edmund’s is the only College in Oxford or Cambridge that has a Catholic foundation and Chapel.

The graduate Colleges were permitted to matriculate their own postgraduates and to present them for degrees; this was later extended to mature and affiliated undergraduates. 1965 saw the election of the first four Fellows; others followed in succeeding years. Although laymen had been part of the College’s community from its inception, the years from 1965 saw a sharp increase in their number. In an act of remarkable generosity on 20 March 1973 the Catholic Church through the Association signed away the buildings and the land of the present College to the Master and Fellows.

The College achieved the status of an Approved Foundation on 8 March 1975. The old Association was dissolved on 30 June 1984 and replaced by a new governing body of Fellows and St Edmund’s became a fully autonomous and self-regulating society. Fr John Coventry, SJ, was the last Master in holy orders (1976-85) and was succeeded by Richard Laws, ScD, CBE, FRS (1985-96), but the Catholic foundation continued to be seen in the Archbishop of Westminster, serving as the Visitor, a Catholic priest as the Dean, the Chapel, and the Von Hügel Institute, which fosters academic work on Critical Catholic Enquiry.

Successive Masters and Fellows worked towards full collegiate status, which was approved by the University in 1996. Centenary celebrations brought visits from Cardinal Basil Hume, OSB,
Archbishop of Westminster, for a Mass of Thanksgiving on 15 June 1996 and His Royal Highness the Duke of Edinburgh, the Chancellor of the University, for dinner on 25 June 1996. The College petitioned the Privy Council for a Royal Charter, which was granted by the Queen on 22 April 1998 in the Mastership of Professor Sir Brian Heap, ScD, CBE, FRS (1996-2004). The chapel was solemnly blessed by the Rt Rev. Peter Smith, Bishop of East Anglia, on 25 October 2000. The College has committed itself to a major programme of development and improvement. With the development of Mount Pleasant Halls (due to be completed in Michaelmas 2019) it will be able to accommodate 70-80% of its students and is planning to expand its conference offerings too. It has recently invested in its development activities and has a thriving alumni and Fellowship. The ethos of the College is friendly and inclusive, it is a welcoming place for students, staff and fellows alike.

APPLICATION PROCESS

To submit an application for this vacancy, please send your CV and a covering letter outlining your reasons for applying for the role to Joy Ferreira, Head of Domestic Operations on domestic.operations@st-edmunds.cam.ac.uk by 5pm on Wednesday 31st Oct 2018.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy: http://www.stedmunds.cam.ac.uk/data-protection

Any offer of employment is subject to evidence of your right to work in the UK and the receipt of satisfactory references.