**Receptionist**

**Job Description**

**1. Job Details:**

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| Job Title | Receptionist  | Department | Human Resources and Reception |
| Line Manager | Head of Human Resources | Grade and starting salary  | Grade 2(£24,242.40 per annum pro rata)  |
| Hours and work pattern arrangements | Part-time – 21 hours per week (0.567 FTE) *Work patten:* *Wednesday: 12:45 – 17:15hrs.**Thurs/Fri: 08:30 – 17:15hrs (0.5 hr lunch break).*  | Duration of appointment | Permanent |

**2. Job Purpose:**

Provide a welcoming and efficient Reception and administration service for visitors, tenants, staff and students at the Scottish Association for Marine Science as part of a team of 3 staff providing cover throughout the working week Monday to Friday.

**3. Main Responsibilities:**

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| *Main Responsibilities* | *Approx. % of time* |
| 1. ***Providing a Reception Service***
* Dealing with callers in person, by phone and by email.
* An information point of contact for people on site.
* Dealing with incoming and outgoing post and emails.
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| 1. ***Contributing to Site Security and Safety***
* Following emergency procedures for alarm system activations and emergency situations.
* Management of a staff/visitor access card system, including system maintenance and setting up new system elements as required.
* Photographing new staff, students, and trustees to add to staff intranet.
* Maintenance of fire station lists.
* Maintenance of an accurate list of visitors on site.
* Sending weekly security information to the Police.
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| 1. ***General Administration Service***
* Maintaining staff/student pigeonholes.
* Booking meeting rooms.
* Booking lab and hire cars.
* Administering travel insurance system.
* Ordering stationery, franking machine and security supplies, monitoring and maintaining levels for SAMS staff and postgraduates needs.
* Maintaining budget and expenditure records for HR budgeting purposes.
* Maintaining a list of local accommodation to rent.
* Compile a weekly diary.
* Log and store student assessments.
* Maintaining records on SAMS intranet.
* Providing word processing and general administrative assistance to senior staff on request.
* Act as committee secretary and take minutes.
* Support the Events Co-Ordinator with event delivery, handling delegate enquiries and pre-event admin.
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| ***4. Additional responsibilities*** * Provide administrative support to SAMS Whitley Committee – the committee meet quarterly. Duties include organising meetings, preparing and circulating agenda and meeting papers, writing minutes and actions.
* Provide cover for other receptionists when they take planned or unexpected leave. Planned leave should be agreed well in advance and communicated to other receptions so they are aware.
* Assist HR occasionally during busy times with recruitment administration.
* Provide assistance, where required with occasional SAMS-wide events.
* Provide administrative assistance with other tasks as and when required.
* Use of Public Address System (Tannoy announcements)
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| Be pro-active in the application of SAMS Health and Safety Procedures. | Ongoing |

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1. **Planning and Organising:**
* A diary and Outlook are used to plan ahead, usually weeks and months in advance for such tasks as visitors, events, with some events diarised for the following year. All the Receptionists deal with tasks in order and mark them off as they are done to keep everyone abreast of progress.
* Receptionists are required to plan and communicate well with each other including a handover of tasks as one receptionist finishes their work tasks Mon-Wed (am) and the other takes over for the remainder of the week – Wed (pm) to Fri.
* Plan annual leave as a team well in advance and ensure there is cover at Reception at all times during the working week.
1. **Problem-Solving:**
* A wide range of queries and requests are made to the Receptionists who undertake to answer queries where possible or direct them to someone who can. This requires building knowledge of SAMS departments and the staff in them.
* Reception use a large number of online and paper sources of information to help in solving problems, some of which have been created and kept updated by Reception to speed up the process.
* Reception problem solving examples are: a contractor arrives unannounced and no access form has been completed. Reception contacts the host to agree on the access required and programmes the card accordingly.
* Room or car booking requests that clash: the Receptionist will find a compromise which suits both parties. When a visitor requests assistance and their host is unavailable, as happens from time to time, the Receptionist contacts another member of the department or Facilities (depending on the nature of the query) to help them.

**6. Decision-Making:**

* The Receptionist has to decide who a caller needs to see and how best to contact that person. If this proves problematic, Reception can decide to take a message on behalf of the caller, supply the person’s email address or ask them to call back at a later time, depending on the level of urgency/importance. The Receptionists use their judgement to filter cold telephone callers and unwanted calls.

**7. Key Contacts/Relationships:**

* Reception interfaces with all staff/students/tenants/visitors and contractors as a matter of course.
* Key internal contacts include members of the Facilities team, members of the Finance Department and HR.
* Externally, key contacts include Royal Mail staff and office and franking machine supply reps.
* The role holder will also need to liaise with the access card system provider as required to implement system updates and changes.

**8. Knowledge, Skills and Experience needed for the Job:**

* Customer service skills and administrative experience are essential.
* Good working knowledge of Microsoft office and ability to learn new computer systems are also important.
* Experience of taking minutes is desirable but not essential.
* It is necessary to be able to communicate with people at all levels, including staff and students of many different nationalities.
* The post requires good organisational skills, attention to detail and working flexibly as part of a team.
* The reception is often single-manned.
* Able to keep calm and provide flexibility when this may be required to assist others, help with SAMS-wide administrative activities.

**9. Dimensions – Scope of role:**

* Receptionprovides a service to160+ staff, 130+ students (PhD and undergraduates), tenant companies and visitors. There are up to approximately 80 enquiries per day. The reception team sorts and distributes post and email and franks outgoing post, including special delivery and international mail.
* Excellent communication and team working within Reception will be important to be successful in this role, liaising with the Head of Human Resources as needed to make sure reception activities are covered.

**10. Any other relevant information:**

* The Receptionists work very closely as a team in a shift system which requires them to have interchangeable skills. Reception operates 0830 – 1715 hrs each day.
* You will be expected to provide flexibility to cover some annual leave for the other Receptionist.
* You will work as a team and assist each other to provide a professional and efficient reception service to all.
* You will also be expected, on occasion, to provide some administrative support to HR, Whitley Committee and other areas of SAMS, when required.

[What can SAMS offer you?](https://vimeo.com/1090832376/04570b0f9a)

*Please right click and select ‘open in new tab’*

Our Values and culture

We strive to be a world-class marine science enterprise that underpins regional, national, and international policy, and societal action to secure healthy and sustainable oceans.

As a workforce, we have a strong family and team culture, helping each other to achieve our goals.

Remuneration

We offer a competitive salary and pension as well as employee benefits package. We also have a number of supportive policies to assist absence, family, and other leave types.

Career Goals

SAMS provides a supportive learning and career growth environment for those looking for that next step in their career or upskill in the workplace. This may be through opportunities to develop techniques, learn more about the science objectives for the group, gain some tutorial opportunities, as well as attend meetings and CPD events.

We’ll provide you with a good start as you join SAMS

SAMS provides an excellent induction which is a great introduction to the organisation, the facilities, your department and team, and provides that support that you need over the early months joining a new organisation. We will also provide you with office space, computing equipment and ensure this is ready for you on your first day of work.

Employee Benefits

In addition to a general remuneration package which includes a generous salary, pension, and sickness absence policy, we offer a number of employee benefits to our staff, some of which are listed below:

* Flexible & Hybrid working arrangements (up to 2 days working from home) – will depend on role dynamic.
* Purchase of additional annual leave – up to 20 days per annum
* Access to shopping discounts as well as local shop and leisure discounted memberships
* Cycle to work scheme
* Purchase of technology
* Payroll Giving
* Salary Sacrifice – pensions
* Access to wellbeing portals which provide support for mental health, nutrition and fitness and GP referral scheme
* Occupational health support
* Welfare support on site
* Sabbatical scheme
* A number of training and development courses to assist you with your career development – leadership, coaching and mentoring.
* Free car parking and bicycle sheds
* Electric car charge points on-site

SAMS’ commitment to gender equality has been recognised, as our institute was presented with an Athena SWAN (Scientific Women’s Academic Network) Bronze Award and is currently working towards Investors in Diversity accreditation.

SAMS follows Fair Work Practices.

SAMS is a [Real Living Wage Employer.](https://www.livingwage.org.uk/accredited-living-wage-employers)

As an Academic Partner of the University of the Highlands & Islands (UHI), SAMS is designated as an educational establishment and subject to the provisions of the Protection of Children (Scotland) Act. Certain roles may be subject to a satisfactory check by Disclosure (Scotland) as a condition of their appointment.

Applications must include CV and Cover Letter and should be sent electronically to recruitment@sams.ac.uk quoting Job Ref. ‘D09/25.HF’ in the subject line.

The closing date for applications is 1st August 2025.

Interviews will be held on-site shortly thereafter.

Please note, we prefer to contact referees prior to interview.

Guidance for Applicants

This position unfortunately does not meet the minimum requirements for sponsorship to work in the UK. You must therefore have the rights in place to work in the UK already.

Your application – what are we looking for?

We are looking for a full CV – please remember to document all your relevant work experience, listed with the most recent first. You should also include your educational achievements with your most recent qualification first.  You should include skills and competencies gained from previous employment or education. This should be specific to the job description.  Also, please include details of two referees, one referee at least from your current role, who we may contact if invited for interview.

We enjoy reading cover letters and these are an important part of the application. In the letter, connect your past accomplishments with the requirements listed in the job description. Focus on your most relevant experience, qualifications, and skills. Where possible, quantify your accomplishments with facts and data.

 Useful links

* [How to write a flawless cover letter](https://career-advice.jobs.ac.uk/cv-and-cover-letter-advice/how-to-write-a-flawless-cover-letter-in-2020/) (please right click and select open in new tab)
* [How to write a CV](https://www.reed.co.uk/career-advice/how-to-write-a-cv/) (please right click and select open in new tab)



