



# NORWICH UNIVERSITY OF THE ARTS

## Receptionist

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**NORWICH  
UNIVERSITY  
OF THE ARTS**

## Supporting Information

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.



In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. Norwich University of the Arts has been praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We are ranked a top-two UK creative arts university, the highest-ranked specialist creative arts university outside London in the Complete University Guide 2023. We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions of the Year. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21<sup>st</sup> century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

### Prof Simon Ofield-Kerr Vice Chancellor



For further information on Norwich University of the Arts and our Community please [view our website](http://www.nua.ac.uk) [www.nua.ac.uk](http://www.nua.ac.uk)



# Receptionist

Full-time

£20,761 to £22,149 per annum

## Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

We are looking for an enthusiastic, motivated person to undertake general reception duties including operating the switchboard, greeting and directing visitors, dealing with incoming and outgoing post, as well as general administrative duties.

The post holder will undertake a key function in providing the initial point of contact and information to callers and visitors to the University.

You will have good organisational and administrative skills and experience of using Microsoft Office, including Word and Excel. Whilst previous reception/front of house experience is not essential, we are seeking candidates used to working within a busy, office environment and who can demonstrate an ability to multi-task and deal with changing priorities.

This role will also engage with a variety of teams across the University including the Estates team.

It is anticipated the hours for this role will be 8.30 am to 4.45 pm and you will be based in our offices in Francis House within the centre of Norwich working closely with another full-time Receptionist.

If this sounds like an exciting opportunity to join a growing and modern University, we would love to hear from you.

Further details are available within this pack.

Closing date: 3 February 2023

Interviews will be held on: 15 February 2023

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# Job description

## Receptionist

**Reports to: Chief Operating Officer (interim arrangement – future reporting line to be confirmed)**

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### Job purpose

The post holder will undertake a key function in providing the initial point of contact and information to callers and visitors to the University.

To be responsible for undertaking general reception duties including operating the switchboard, greeting and directing visitors, forwarding all calls to relevant areas of the University and sorting and distributing incoming post.

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### Main responsibilities

- Undertake general front desk/reception duties including: greeting visitors, signing them in, issuing passes, maintaining the visitor's book and directing them to the appropriate office
- Unlock and lock the front doors at the beginning and end of each day
- Operate the switchboard ensuring all enquiries are dealt with in an efficient and professional manner
- Ensure that all enquiries are dealt with in an efficient and professional manner
- Update reception calendars and diary with general information regarding visitors, meetings, events and movements
- Organise keys for conference room bookings, sign for deliveries, book taxis and arrange courier collections
- Co-ordinate post room procedures including: outgoing mail, operation of the franking machine, maintenance of the stamp book/postage account and incoming mail, pigeon holes and all equipment consumables
- Play an active role in the security of the building and alerting Estates Manager with any concerns
- Respond to any Prospectus and Open Day requests and mail out information as required

# Further information

## **Equality, Diversity and Inclusion**

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

## **Health and Safety**

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

## **Policies and Procedures**

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

## **Staff Development**

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

## **Confidentiality**

Maintain confidentiality regarding all aspects of work.

## **Variation to Job Description**

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

# Person Specification

## Receptionist

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### Essential

- Good standard of education – GCSE or equivalent (including Maths & English)
  - Excellent telephone manner and strong interpersonal skills
  - High level of accuracy and attention to detail
  - Relevant experience in an office environment
  - Experience of using Microsoft Office and excellent word processing and database skills
  - Ability to use initiative, work with minimal supervision, be flexible and enthusiastic and willing to work as part of a team
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### Desirable

- Experience of working in a reception/front of house environment

# General Information

## Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Professional Services staff. The main conditions are summarised below.

### Duties

Within this pack you will find a job description outlining the duties and responsibilities for this role.

### Starting Date

This post is on an indefinite basis and is offered for the successful candidate to commence from February 2023.

### Hours of Work

The standard hours of work for this role are 37 per week, working 8.30 am to 4.45 pm Monday to Friday.

### Salary

This post is on an incremental salary scale. The salary for this post is Grade 3, which is from £20,761 to £22,149 per annum.

### Annual Leave

There is an annual holiday entitlement of 22 days rising to 25 days after 5 years' service, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

### Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

## Interview Expenses

If it is necessary for you to travel to the main campus for your interview or a site visit, reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request. You will need to provide receipts for expenses claimed. If you are offered the position and decline the offer, expenses may not be reimbursed.

## Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications, satisfactory references and completion of a medical assessment process.

If you are unsure of your right to work you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker visa route

## Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.

# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

- The **Job Description** provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.
- The **Person Specification** sets out information about the characteristics that are essential and desirable to perform the duties in the job description e.g. knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Submission of Curriculum Vitae

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

## Equal Opportunities Monitoring

As part of its commitment to equality, diversity and inclusion we undertake equal opportunities monitoring of our workforce and applicants to enable us to evaluate the effectiveness of our policies and procedures.

To assist with this commitment, you are asked to complete the Equal Opportunities Monitoring section of the application form. Information provided will be treated as confidential and will be used in accordance with the requirements of the Data Protection Act as set out in the Job Applicant Privacy Notice.

## Submission of Application Form

Please submit your completed application form to [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk)

The closing date for this vacancy is:

**5.00 pm Friday 3 February 2023**

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus.

If you are shortlisted for interview you will be contacted by a member of the Human Resources Team.

The date of the interview will be:

**Wednesday 15 February 2023**

If your application is unsuccessful on this occasion you will be advised by email. Due to the high volume of applications we receive we are unable to provide feedback for applicants.

Shortlisted applicants will be asked to provide proof of eligibility to work in the UK. For the successful candidate the copy will be held on the personal confidential file. Documents obtained for unsuccessful shortlisted applicants will be destroyed 12 months after the end of the relevant recruitment process.

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**We would like to take this opportunity of thanking you for your interest in this position and to wish you success with your application.**

**If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@nua.ac.uk](mailto:jobs@nua.ac.uk).**