

Job Title: Corporate Receptionist / Switchboard Operator

Unit/School: Environment & Estates

Grade: 2 A/B

HERA: FACTS19

Core purpose of role

Our Corporate Receptionists / Switchboard Operators are the first point of contact that visitors, students and colleagues will have when visiting or contacting one of our campuses. They use their excellent customer care skills to provide a positive experience whilst assisting service users with their enquiries. In the position they acquire a detailed understanding of the university, and provide an efficient client focused service for students, visitors and staff at a variety of levels.

Key responsibilities and contributions

- Welcome visitors to the campus, build an understanding of service user requirements support their travel to destinations throughout the campus.
- Provide a professional and efficient switchboard service, responding to all internal and external calls.
- Support with general enquiries, taking and relaying messages, receiving and issuing access cards and keys.
- Record and follow the relevant processes for found/lost property.
- Assist with events taking place on campus and support attendees.
- Process Cardiff Met vehicle bookings, visitor parking and operate vehicle access barriers.
- Assist with emergency evacuation procedures and summon the emergency services when required.
- Act as the central communication link between campus colleagues and the Campus Services Team.
- Prepare and provide hand-over reports to colleagues and Campus Protection officers.
- Support with administrative tasks and responsibilities of the Campus Services Team.



- When required provide verbal support to service users through the medium of Welsh.

Person specification

Essential qualifications / Professional memberships

- Minimum of 3 GCSEs (Grade C or above) or equivalent, including English.

Essential experience, knowledge and skills

1. Excellent understanding of how to provide superb customer care, supporting enquiries in a courteous, helpful and informed manner.
2. Working knowledge of Microsoft Office packages including Word, Excel and Outlook.
3. Clear communication skills written, over the telephone and in-person, able to interact with, and manage the expectations of a variety of service users.
4. Experience of working in a customer focused environment.
5. Experience of answering and transferring telephone calls.
6. Outstanding organisational skills, able to support multiple simultaneous tasks and priorities, ensuring timely support.
7. Brilliant team working skills, able to communicate priorities with colleagues and work as a cohesive team to provide a fantastic service.
8. Ability to communicate through the medium of Welsh in a professional environment.

Desirable

1. Knowledge of Health & Safety legislation and able to implement.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.				Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.		Essential		
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	Essential		Essential	
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Supporting information

The University is a dynamic organisation, and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.