**Job Title:** Reception Co-ordinator

**Present Grade:** 4

**Department/College:** LUMS

**Directly responsible to:** LUMS Facilities and Projects Manager

**Supervisory responsibility for:** Receptionist

**Other contacts**

**Internal:** Academic and support staff within LUMS, Finance and Procurement, University Travel Team, Professional Services, Facilities Maintenance, Facilities Projects, Facilities Faculty support, Security, Students

**External:** LUMS guests, clients, visitors, suppliers, contractors employed by University Facilities

**Major Duties:**

To support the wide variety of functions and services provided by all members of the Reception team.

1. To daily supervise the Receptionist providing additional assistance at busy periods and for lunch and leave cover.
2. To manage the daily cover rota for the Reception office, ensuring the Reception desk is staffed throughout the day and during times of staff absence, arranging cover from the wide school team when necessary.
3. To coordinate, plan and manage events held within the Faculty’s buildings, giving advice, help and expertise to the event organisers. Liaise with the LUMS Events and Marketing Officer regarding LUMS specific events.
4. To monitor the University room booking system for LUMS buildings, ensuring the Receptionist books the rooms requested are the most suitable for purpose and make the most effective use of space.
5. To routinely check the Faculty buildings ensuring problems and faults are reported promptly to the relevant Facilities team and escalating on going issues to the Reception Supervisor.
6. To be the first point of contact for minor building and facility related issues for LUMS colleagues, reporting issues on the University Fault reporting system, ensuring urgent building problems are raised to the appropriate Facilities Supervisor and highlighted to the wider Reception team.
7. Receiving direction from the Travel Co-ordinator; make routine travel bookings for LUMS colleagues and external teaching providers travelling to International Teaching Partnerships and Associated Institutions on behalf of the Faculty; including coordinating and arranging their travel using the services of the University Travel Agent and Travel team. Arrangements include travel to and from the airport, flights, accommodation and the production of a travel literary to support the trip.
8. To provide basic health and safety guidance to travellers to ensure they adhere to University policy when travelling and working overseas.
9. Under the supervision of the LUMS Facilities and Projects Manager, to arrange, service and take notes of the termly Faculty Health, Safety and Wellbeing meetings.
10. To provide assistance to the LUMS Facilities and Projects Manager by arranging and supporting the LUMS IT Committee meetings.
11. To manage the leave and flexi for the LUMS Central Professional Service teams and LUMS staff reporting to the Head of School Administration, escalating any issues to the appropriate line manager.
12. To conduct Display Screen Assessments for Faculty staff and complete Health and Safety Inductions for new staff members when required, procuring appropriate equipment when identified through the assessment.
13. To take responsibility for managing and monitoring the Display Screen Assessments for the LUMS Central Professional Service teams, initiating assessments for new staff members, maintaining records and follow up from the assessment.