**JOB DESCRIPTION**

**Reception Co-ordinator, Lancaster University Management School (LUMS)**

Vacancy Ref: N2685

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Reception Co-ordinator</th>
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<tbody>
<tr>
<td>Present Grade:</td>
<td>4</td>
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<tr>
<td>Department/College:</td>
<td>LUMS</td>
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<tr>
<td>Directly responsible to:</td>
<td>LUMS Facilities and Projects Manager</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>Receptionist</td>
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**Other contacts**

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

**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 supervise the LUMS Receptionist and provide high quality reception services
2) To ensure the LUMS Reception team provide an in-person touch point for student queries and services students outside of core departmental opening hours.
3) To manage the daily rota for Reception arranging cover from the wide school team when necessary.
4) To coordinate, plan and manage events held within the Faculty's buildings, giving advice, help and expertise to the event organisers. To liaise with the LUMS Events and Marketing Officer regarding LUMS specific events.
5) To monitor the University room booking system for LUMS buildings, ensuring the most effective use of space.
6) To routinely monitor Faculty buildings ensuring problems and faults are resolved and/or escalated.
7) To manage the leave record for LUMS Professional Services
8) To conduct Display Screen Assessments and complete Health and Safety Inductions as required, procuring appropriate equipment when identified through the assessment. To maintain accurate H&S records.
9) To provide grade appropriate administrative cover and support at peak times and for staff absence to teams and departments across the Faculty.
10) To provide administrative support and minute taking for Faculty Health, Safety and Wellbeing meetings.
11) To make routine travel bookings for colleagues and external providers travelling to International Partners. To provide health and safety guidance to travellers to ensure they adhere to University policy when travelling and working overseas.
12) To support the work of the LUMS Facilities and Projects Manager.
13) Any other duties appropriate to grade and role.