# JOB DESCRIPTION
**Receptionist, LUMS**  
**Vacancy Ref: N2702**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong> Receptionist</th>
<th><strong>Present Grade:</strong> 3</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong> Management School (LUMS), Central School</td>
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<td><strong>Directly responsible to:</strong> School Buildings Officer</td>
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<td><strong>Supervisory responsibility for:</strong> N/a</td>
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### Other contacts

**Internal:** LUMS students, Academics and Support staff, Central School Administration, Porters, Cleaners, and other Resource and Facilities staff

**External:** Visitors, Guests, Clients and Suppliers

### Major Duties:

1. To receive and advise visitors, students and staff in a professional and courteous manner, providing high quality reception services and an in-person touch point for students queries and services outside of core departmental opening hours.
2. To be responsible for all telephone queries to the Reception desk, ensuring callers receive a quick and efficient response.
3. To be responsible for the stationery and other items supplied to LUMS by Reception, including the placing of orders with suppliers, monitoring stock levels and maintaining/updating related records for the Faculty Finance team.
4. To oversee the University room booking system on behalf of LUMS.
5. To process parcel deliveries including signing for and logging deliveries, contacting the recipient in a timely manner and tracking onward transmission of the delivery.
6. To maintain the LUMS visitor car parking system including the issue of car parking scratchcards.
7. To book the equipment and resources available from LUMS Reception, ensuring all items are returned within the agreed timescales.
8. To maintain the information screens located around the Faculty, by gathering event information and uploading onto the screens.
9. To gather information on all events which are taking place in the Faculty, then use this information to create an events calendar, enabling the Reception team to be fully aware of events and activities taking place in LUMS.
10. To take responsibility for the appearance of the Reception office and waiting area, ensuring the leaflet dispensers located in Reception and around the building are well stocked and regularly replenished.
11. To regularly check the communal areas around the LUMS and Charles Carter buildings, reporting any fault via the University Facilities Fault Reporting system (PLANON), checking the appearance of the areas and ensuring noticeboards are tidy and up to date.
12. To undertake specific projects or work to assist administration within the Faculty, consistent with the grade of the post.
13. To perform Display Screen Equipment assessments for colleagues within the Faculty and conduct Health and Safety Inductions for new staff members when required.
14. To contribute new ideas and make suggestions for the continual improvement of services and procedures.