

**Summer Receptionist
Estates
Fixed Term – 6 months**

The Role

Job Title	Summer Receptionist
Location	Glasgow
Reports to	Residential Accommodation Manager
Job Purpose	The role holder will be responsible for assisting with the daily running of the summer hostel at Blythswood House, giving information to customers about the accommodation and wider city of Glasgow and ensuring guests enjoy their experience of the accommodation.

Who we are:

Blythswood House is one of the main accommodation sites for The Glasgow School of Art and during the summer months, we operate as a 5* hostel welcoming guests from all over the world. The accommodation is 'officially' open from 1st June to September 3rd 2022 for bookings. There is a huge amount of preparation that goes into making the accommodation ready for the guests/students, with key preparation dates being 26th May and finishing 8th September. To a lesser degree there is an element of reception duties at our smaller site also, Margaret Macdonald House. This site continues to run as student halls over the summer but departures and arrival seasons requires reception cover at site.

Key Liaisons	Internal contacts: Halls of Residence staff Estates team GSA staff and students Visitors and residents
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Principal Accountabilities

In delivering the role remit the Summer Receptionist will:

- Assist with the 'change over weeks' when in preparation of the accommodation for the summer business or for the students returning in September. These weeks are very demanding and the work is hands on, with a great deal of planning and organisation involved, setting up and preparing the flats for the guests/students;
- Deal with the guest's arrivals and departures, bookings, invoicing, cash handling and enquiries;
- Make up cleaner's daily instruction sheets for work required in flats and communicate clearly to ensure all works are completed to the highest standard and in a timely manner;
- Respond to general telephone and reception duties, dealing with enquiries internal and external to the School;
- Assist with the preparations for the new intake of students – offers, allocation of rooms, preparing key packs etc.;
- Keep financial records up to date and assisting with banking procedures for income;
- Maintain effective security of the building and contents, keys, cash box, office equipment, etc.
- Assist the accommodation office with the preparation of Margaret Macdonald House and Blythswood House during the changeover weeks to ensure the site is ready ahead of student arrivals;
- Assist in the smooth running of the planned summer maintenance programme with the Estates Department for both Blythswood and Margaret Macdonald House;
- Ensure complete confidentiality of any information or records dealt with in the office environment;
- Deal with any emergencies should they arise, i.e. a fire alarm or sick guest, other incidents, thefts, etc.;
- Assist with the smooth and professional running of the Accommodation and Residence Office by undertaking administrative tasks such as filing, photocopying or any other reasonable requests made associated with the accommodation, vacation business or The Glasgow School of Art.

Person Specification

You will be a self-starter with a positive attitude and happy to take responsibility for your own tasks within a busy office environment.

Experience of working within a professional office or reception environment would be advantageous but are not essential.

It is key that you have an interest in office administration, possess commercial awareness and are happy to represent GSA.

Skills and Attributes:

- Ability to operate on own initiative and organise/prioritise workload effectively;
- Excellent customer service skills;
- Excellent communication/inter-personal skills and happy to communicate with various levels of management;
- Good I.T. skills, including a sound working knowledge of Microsoft Office with excellent typing/keyboard skills;
- Strong team-working skills.

Terms and Conditions

Contract	Fixed Term – 6 months
Probationary Period	It is recognised that there is an inevitable ‘settling in’ period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for these roles are 1 month.
Salary	Grade 1, £18,898.00 – £19,092.00 per annum pro rata
Hours	2 x 14 hours (2 days); and 1 x 21 (3 days) hours per week. Hours will be afternoons/evenings and weekends.
Holidays	30 days plus 11 statutory holidays per annum pro rata
Pension	Option to join Local Government Pension Scheme
Notice Period	1 month