

**Receptionist (0.2 FTE)  
The Glasgow School of Art Residential Accommodation,  
Estates Department**

**The Role**

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Job Title:	GSA Halls Receptionist
Location	The Residential Accommodation (halls of residence) which is divided over two accommodation sites within walking distance from the main Garnethill Campus
Reports to:	Yield & Marketing Officer
Responsible to:	Residential Accommodation Manager
Purpose:	Support the operation and administration of the GSA halls of residence. The GSA Halls Receptionist will provide a welcoming, visible and effective front of house service to ensure a stable and safe environment for our customers. The receptionist will form part of the overall halls support team that delivers great continuity of service and customer care to our residents 24/7.

**Key Liaisons**

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**Internal**

- Halls of Residence staff including Accommodation Team, Reslife & Concierge team;
- Estates staff including GSA cleaners, janitors and maintenance
- Wide range of staff including students and visitors within the GSA and Halls of Residence

**External**

- Contractors
- Suppliers
- Training Specialists
- Guests

### Key Accountabilities

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- Support the administration of the accommodation sites;
- Assist with the current customers at MMH and BWH admin/reception, time will be split between both sites;
- Participate with a cohesive and productive team and development of reception services;
- Update and maintain relevant administration and reporting systems to ensure all information passed to appropriate colleagues in a timely fashion;
- Assist with the administration of Starrez halls system which is our main customer

facing portal and back office site operation;

- Assist with the communications with prospective bookers and current customers looking to vacate & associated reception duties;
  - Mail and parcel management for our customers;
- Estates activity liaison with customers repair requests, liaison with site contractors;
- First line reception presence in session & summer;
- First line reception and customer liaison in summer when we are summer hostel;
- Incident response - fire/ first aid /site security in week day, day time hours;
- Encourage the development of professional and supportive relationships between the Accommodation team and customers, ensure the best customer care and service is provided;
- Working with the Yield and Marketing Officer in regard to elements of social media and halls promotion;
- Working alongside Reslife to support event ideas and organisation/ordering of materials.

#### Covid specific:

- Assisting with supporting additional requirements for residents due to ongoing pandemic;
- Assisting with settling in new cohort to halls which now presents isolation and quarantine challenges;
- Assist with and Oversee possessions return/storage to owners from previous sessions left on site; facilitate the return of goods (ongoing requests) to be shipped or collected;

#### Other:

- Reporting concerns over student welfare to the Residential Accommodation Manager;
- Be courteous and professional at all times;
- Any other duties reasonably requested by supervisors or site manager;
- Role holder may be required to work additional hours where necessary around peak times including arrival weekend or events such as Open Day and change over weeks;
- Work within the guidelines of the GDPR, treating customer's data with the utmost respect.

## Person Specification

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### Experience and knowledge

- Experience of the housing/hospitality/customer service sector is desirable
- Able to work on own initiative
- Ability to work well under pressure, flexible to change as situations adapt
- Team player
- Excellent customer service skills
- Excellent communication skills
- Cooperative and flexible with the ability to adapt to meet the varied and changing needs of the business
- Positive and can do proactive approach
- A commitment to Equal Opportunities and Diversity

### Qualifications and Experience

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- Knowledge of Health & Safety, Manual Handling and COSHH
- Knowledge of Data Protection
- Previous experience of working between two sites
- Computer and IT literate

## Terms and Conditions

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Contract	Permanent
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 this role is 6 months
Salary	Grade 2, £17,901 to £20,092 per annum, pro rata.
Hours	14 hours per week, primarily weekends, some holiday cover required midweek occasionally.
Holidays	30 days plus 11 statutory holidays per annum pro rata.
Pension	Local Government Superannuation Scheme.
Notice Period	1 month