

# CCIServicesLimited

## Job Specification: Receptionist



### **About Us**

[David Attenborough Building](#) is a global hub for nature conservation practitioners, researchers and academics, located in the centre of Cambridge and home to the Cambridge Conservation Initiative (CCI), a collaboration between the University of Cambridge and nine biodiversity conservation organisations.

The building opened in 2015 following an ambitious redevelopment project. The design put nature and sustainability at the heart of project, transforming an old University building (formerly known as the Arup Building) into a vibrant hub for global conservation.

**CCI Services Limited** are appointed to manage the building. We are looking for a full-time Receptionist to join our small friendly team.

<b>Job title:</b>	<b>Receptionist</b>
<b>Location:</b>	David Attenborough Building, Pembroke Street, Cambridge, CB2 3QZ
<b>Reports to:</b>	Head of CCI Services
<b>Duration:</b>	Full-time, permanent
<b>Hours:</b>	37.5 (Monday – Friday, 10am – 6pm)
<b>Salary:</b>	£19,000 - £20,000 pa, depending on experience

<b>Summary of role:</b>	<ul style="list-style-type: none"> <li>To deliver a warm and welcoming front-of house experience at the David Attenborough Building and to help ensure the smooth operation of the building.</li> </ul>
<b>Key responsibilities:</b>	<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li><b>Reception support:</b> To provide a friendly and professional front of house experience for staff and visitors.</li> <li><b>Telephone:</b> Handle telephone enquiries, as required, on behalf of all tenants, providing a professional and courteous service, tailored to each individual organisation. Provide call handling to all general enquiries for partner organisations, as required, delivered via agreed scripts and call routing. Manage unsolicited calls and provide a professional first point of call for all general enquiries.</li> <li><b>Key contact point:</b> Ensure collections and deliveries, service requests and internal information management dissemination are delivered appropriately and effectively, maintaining data and providing a reference point for staff queries.</li> <li><b>Visitor management:</b> Greet visitors to the building, ensuring sign-in, issuing of visitor passes and visitors being directed as appropriate; notifying the host party and ensuring visitors are collected from reception.</li> <li><b>Disseminate information:</b> Provide general information about the building, CCI and the local environment to staff and visitors. Advising staff on operating systems and incident handling / reporting.</li> <li><b>Maintain tidy entrance:</b> Ensure reception desk and reception foyer is kept clean, tidy and presentable, and ensure information displays are maintained and kept up to date.</li> <li><b>Post:</b> work with the Facilities Manager and Facilities Assistant to receive and distribute incoming post / parcels etc. Manage the process for collection and receipt of deliveries to the building, making these available to partner organisations for collection in a timely fashion. Manage the outgoing postal process, including the franking of mail, for all partners in the building. Act as a collection and drop-off point for booked courier services.</li> <li><b>Fire Warden/First Aider:</b> Act as a fire warden or first aider, as necessary, after appropriate training.</li> <li><b>Room booking:</b> Support the room booking system, dealing with conflicts / reallocations where necessary, and managing bookings for the main seminar rooms, as appropriate.</li> <li><b>Meeting rooms and meeting room set-up:</b> regular checks of meeting rooms to ensure they are adequately stocked and are tidy.</li> <li><b>Events:</b> Support events delivered within the building by providing logistical support, identifying and monitoring recommended suppliers and providing assistance with way-finding, as appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Communication:</b> to collate information from partner organisations and put into a Weekly Newsletter email, to be sent out via MailChimp (training will be provided)</li> <li>• <b>Assist to manage pool bike scheme (not currently in action):</b> operate pool bike scheme, ensure forms are up to date forms and bikes are effectively maintained.</li> </ul>
<b>Person Specification - Essential</b>	<ul style="list-style-type: none"> <li>• Good communication skills; good telephone manner and open, approachable greeting style.</li> <li>• A good level of English, both written and verbal and sound numeracy.</li> <li>• Ability to manage competing demands and remain calm under pressure.</li> <li>• A good level of skill in the use of general office packages, such as Microsoft Word, Outlook and Excel.</li> <li>• Ability to take initiative and work autonomously without significant supervision.</li> <li>• Strong customer service focus.</li> </ul>
<b>Person Specification - Desirable</b>	<ul style="list-style-type: none"> <li>• Previous experience of operating a switchboard and representing an organisation 'front-of-house'.</li> <li>• Willingness to learn and use other application packages and databases as required to support the role.</li> <li>• Commitment and enthusiasm, with the willingness to work flexibly to support events and ensure appropriate office cover.</li> <li>• Health &amp; Safety qualification.</li> <li>• First aider qualification, or willingness to be trained</li> <li>• Previous fire warden / marshal experience.</li> </ul>

### **Application procedure:**

**Closing date for applicants:** Applications will be reviewed as they are received, with a final closing date of Tuesday 16<sup>th</sup> August. If there is a successful candidate before the closing date, we may close the job early.

**How to Apply:** Please send your CV (ideally with two referees) to [joy.ferreira@cciservices.co.uk](mailto:joy.ferreira@cciservices.co.uk)

If you have any questions about the role, please contact Joy Ferreira (Head of CCI Services) on [joy.ferreira@cciservices.co.uk](mailto:joy.ferreira@cciservices.co.uk).