



**The Queen's Foundation for  
Ecumenical Theological  
Education**

## Reception Administrator

Role	To provide a welcoming and efficient reception and bookings service to all students, staff, and visitors
Hours	Part-time  Office hours are normally between 9am and 5pm, with some flexibility for evening and weekend working required
Salary	£19,000– £19,600 pro rata
Other Benefits	Pension scheme with a generous employer contribution Free meals in the dining room when the kitchens are open
Holidays	25 days, 8 statutory holidays and closed days between Christmas and New Year (pro rata)
To Apply	Please send your CV and a covering letter describing how your skills meet the requirements for this post to: <a href="mailto:recruitment@queens.ac.uk">recruitment@queens.ac.uk</a>

**Please note that there will be a rolling sift for this vacancy and the job advert will remain live until an appointment has been made**

The Queen's Foundation fosters and promotes diversity and inclusion, and therefore welcomes applications from people of all backgrounds regardless of faith, ethnicity, gender diversity, LGBTQIA+, diversity of views and practices, or (dis)ability. All appointments are based on merit.

There is no Genuine Occupational Requirement for Professional Services staff to be practicing Christians and our staff come from a variety of faith and non-faith backgrounds.

# Reception Administrator

The Professional Services Team within our College is seeking an experienced reception administrator to be the friendly face of Queen's to all students, staff and visitors.

Our ideal candidate will have a strong customer ethos and be experienced in delivering within a complex and varied reception and administrative duties. They will be highly organised, be proactive and have a flexible, 'can do' attitude.

Great communication and interpersonal skills are a must, as is the ability to work with speed, accuracy and diplomacy whilst prioritising tasks.

Excellent IT skills in Office 365 are essential, including managing and manipulating data and reports. Experience in using booking software would be advantageous, however we are happy to provide training.

## Key responsibilities

You will provide a pleasant and welcoming service and act as the main point of contact to internal and external customers, by offering accurate and timely information, advice and guidance to resolve or escalate queries.

Deliver an efficient booking service for academia, business, events, and other groups as required.

Maintain positive working relationship by fielding queries, responding to feedback and receiving and dealing with any disputes or complaints with prompt resolution.

Oversee accommodation arrangements and communications for permanent and non-permanent guests.

Coordinate and communicate lecture/conference activities, including resources, catering and administrative provisions.

Provide professional administrative support to teams, including monitoring and/or ordering stationery, resources and handling post/parcels.

Use a variety of systems and processes to manipulate, analyse and interpret sets of data, and produce routine reports.

Supports equality and values diversity, with the ability to moderate own behaviour.

Fulfills other essential tasks as reasonably required and as part of a team, if operational needs arise.

## Essential

- Experience in similar customer service/reception/administrator role
- Strong verbal and written communication (interpersonal) skills
- Ability to respond appropriately to diverse customers and guests
- Professional appearance and outlook
- GCSE pass English and Maths
- Strong IT skills using Office 365 (including Outlook, Word, PowerPoint and Excel)
- Ability to multitask and prioritise by being well planned and organised
- Ability to manage stress and stay calm under pressure
- Meticulous attention to detail and accuracy
- Sound decision making and judgment skills
- Works with confidence and flexibility, independently and as part of a team
- Reliable and punctual

#### **Desirable**

- Experience using booking software
- Experience using graphic software

## The Queen's Foundation for Ecumenical Theological Education

### Vision Statement

*The Queen's Foundation is dedicated to excellence in theological education and personal formation by:*

- *Nurturing and equipping Christians in their discipleship*
- *Preparing people for mission and ministry in lay and ordained roles*
- *Resourcing research that serves the mission of God in the world*

*We celebrate unity in diversity, in a community that is international, multi-cultural, and ecumenical. We aim to enable Christians to deepen their spiritual life, to grow in a faith that is generous, enquiring, deeply rooted and creative in thought and practice, and to be passionate for God's work in God's world.*

### Who we are



The Queen's Foundation is one of the oldest theological colleges in England. The attractive campus in Edgbaston, Birmingham is a busy place, with teaching taking place typically seven days a week and several evenings, for most of the calendar year.

The Foundation resources the theological education needs of the Church of England, the Methodist Church, and Black Majority Pentecostal and independent churches. It offers educational programmes which are validated by three different universities – Durham (undergraduate and postgraduate), Newman (postgraduate) and the Vrije Universiteit Amsterdam (PhD). Queen's is an Approved Provider registered with the Office for Students.

The Foundation has a team of almost 50 academic and Professional Services staff. There are round 400 students, made up of permanent residents, commuters and weekly commuters and distance learners, including those taught at residential weeks or weekends.

The campus, on two neighbouring sites, provides residential accommodation for staff and students, teaching and dining facilities, and office accommodation.

The buildings date from the end of the 19<sup>th</sup> century to the end of the 20<sup>th</sup> century and present all the challenges of older buildings for maintenance and improvement. Over the last 10 years considerable progress has been made in upgrading the quality of the accommodation and its suitability for students and staff but its ongoing maintenance is challenging as well as rewarding. We are also looking to plan significant improvements to take us into the next phase of our development, which will be an exciting challenge.

Queen's is indeed a stimulating and busy place with a diverse staff and student body!