<table>
<thead>
<tr>
<th>Job title</th>
<th>Part-time Receptionist</th>
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</thead>
<tbody>
<tr>
<td>Grade</td>
<td>3</td>
</tr>
<tr>
<td>Part-time</td>
<td>0.7FTE</td>
</tr>
<tr>
<td>Salary range</td>
<td>£20,600 - £23,487 pro rata</td>
</tr>
<tr>
<td>Staff Group</td>
<td>Assistant</td>
</tr>
<tr>
<td>Department / Institution</td>
<td>Faculty of Human, Social and Political Science working at the Department of Sociology</td>
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</table>

### Role-specific information

#### Role Summary

The receptionist is the first point of contact for staff, students and visitors through all means of communication — in person, by email, and by phone. As such they are of central importance to the welcoming, inclusive culture that the Department of Sociology is known for. The Department is looking for someone who will pride themselves on their customer service and provide a welcoming and efficient service to visitors and staff.

The main duty areas for the role are:

1. Act as Receptionist for the Department
2. Ensure that facilities are welcoming and support their management
3. Provide general administrative support as required
4. Assist with HR and teaching administration
5. Assist with departmental communications and creating a welcoming environment

The role holder will be asked to undertake other duties in other sections of the Faculty, as appropriate. The post holder may be assigned to other roles in the Faculty in the future as Faculty / Department needs change.

#### Main Duties and Responsibilities

<table>
<thead>
<tr>
<th></th>
<th>Provide a reception service for the Department. Welcome visitors to the department, deal with telephone enquiries, take accurate messages and pass them on to appropriate staff, collect incoming post and distribute, arrange courier services as required.</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>- Provide information for staff, students and members of the public on the Department and its courses, staying up to date with course changes and use templates appropriately when provided.</td>
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<tr>
<td></td>
<td>- Maintain the tidiness and presentation of the Reception area and shared areas of the Department</td>
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<tr>
<td></td>
<td>- Receive and record deliveries and notify purchasers to collect or have them delivered as required</td>
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</tbody>
</table>
Perform clerical duties such as prepare information packs, template letters, maintain filing systems, photocopy, print and scan documents, assist with data input when required. Provide diary management if required, arrange both off and online meetings, organise refreshments, take minutes, print and collate documents, type correspondence. Manage access to Microsoft Office applications and other software as required.

Be responsible for Facilities Management for the Department and the School PhD space in conjunction with EM Facilities Management, reporting issues, welcoming contractors, acting as Departmental University Card Representative. Manage room, desk and Teams/Zoom bookings, manage keys and entry cards, issue authorised car parking permits for staff and visitors. Support users in maintaining good housekeeping in the department spaces. Sit on the Health and Safety Committee and act as First Aider for the Department.

Perform other general administrative/clerical duties. Maintain stationary stocks use in department, ensure reception and other office areas are kept tidy, assist with the organisation of events and activities, update departmental telephone and other contact lists. Purchase items for the office following financial purchasing guidelines and using the University Financial System if required (Marketplace).

Provide communications administration such as updating webpages, sending email newsletters, updating the intranet and supporting the Communications Officer with administrative tasks.

Provide cover for Teaching Administrators in the Department, covering duties such as the ethics committee approval process, or assisting with more detailed postgraduate applicant enquiries as required and supporting examinations if required.

Provide HR Administration support to the Administration Officer, such as making the necessary arrangements for interviews; supporting induction; maintaining sickness and annual leave records. Other administrative support for the Administrative Officer or Head of Department as required.

The role holder will be asked to undertake other duties in other sections of the Faculty, as appropriate to the grade, as suggested or approved by the Head of Department, the Administrative Officer or the Assistant Registrary.

The post holder may be assigned to other roles in the Faculty in the future as Faculty / Department needs change.

**Person Specification**

This section details the knowledge, skills and experience we require for the role.

<table>
<thead>
<tr>
<th>Education &amp; qualifications</th>
<th>Educated to GCSE level / NVQ level 2 or equivalent level of practical experience</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist knowledge &amp; skills</td>
<td>Knowledge of HR Recruitment procedures</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
| Interpersonal & communication skills | • Customer service skills  
• Good communication and interpersonal skills  
• The ability to deal with all levels of personnel tactfully, diplomatically and discreetly, maintaining confidentiality at all times. | • Essential  
• Essential  
• Essential |
| Relevant experience | • Reception or office experience.  
• Knowledge of Microsoft Office packages  
• Knowledge of Teams and Zoom  
• Experience of updating websites and supporting communications | • Essential  
• Essential  
• Desirable  
• Desirable |
Additional requirements

- Promotes and inclusive environment and values equality of opportunity and diversity
- Demonstrates mutual respect, tolerance and integrity
- Essential
- Essential

Terms and Conditions

<table>
<thead>
<tr>
<th>Location</th>
<th>16 Mill Lane, Cambridge CB2 1SB and in the next two years on the New Museums Site, the old SPS Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working pattern</td>
<td>Monday – Friday</td>
</tr>
<tr>
<td>Hours of work</td>
<td>The hours of work are 25.55 a week Monday to Friday, covering core hours when the Department is open. The exact times of work will be notified and are able to be discussed.</td>
</tr>
<tr>
<td>Length of appointment</td>
<td>Permanent</td>
</tr>
<tr>
<td>Probation period</td>
<td>3 months</td>
</tr>
<tr>
<td>Annual leave</td>
<td>Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees annual leave will be pro-rata’d based on the days worked.</td>
</tr>
<tr>
<td>Pension eligibility</td>
<td>Cambridge University Assistants’ Contributory Pension Scheme (CPS). Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a>.</td>
</tr>
<tr>
<td>Retirement age</td>
<td>The University does not operate a retirement age for assistant staff.</td>
</tr>
</tbody>
</table>

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the ‘Applying for a job’ section of the University’s Job Opportunities pages helpful (please see http://www.jobs.cam.ac.uk/right/have/).

Application Process

To submit an application for this vacancy, please click on the link in the ‘Apply online’ section of the advert published on the University’s Job Opportunities pages. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 3 March 2022. If you have any questions about this vacancy or the application process, please contact Lara Gisborne administrator@sociology.cam.ac.uk

General Information

Department of Sociology
The Department of Sociology is based in the Faculty of Human, Social and Political Science (HSPS), along with the Department of Politics and International Relations, the Department of Archaeology and the Department of Social Anthropology. The Faculty sits within the School of the Humanities and Social Sciences.

The Department of Sociology is a world-leading centre for the teaching of Sociology and is consistently ranked first in UK media league tables. It has 15 teaching officers and a vibrant research culture with several large grants and associated postdocs and administrators, alongside about 150 postgraduate students. The Department of Sociology is part of a joint undergraduate degree programme in Human, Social and Political Sciences (HSPS). Sociology has a significant public profile, a committed and welcoming professional staff and a lively postgraduate community.

Further information about research interests and recent publications of staff and postdocs can be found on the Department’s website: http://www.sociology.cam.ac.uk

The University of Cambridge

The University of Cambridge is one of the world’s oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world’s leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections. The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world. The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment. The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Equality and Diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University’s Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit https://www.accommodation.cam.ac.uk/. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of
relocating to Cambridge.

Accommodation Service
The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit [https://www.accommodation.cam.ac.uk/](https://www.accommodation.cam.ac.uk/)

What Cambridge can offer
We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits
The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.

CAMbens employee benefits
We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.

Family-friendly policies
The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. Other family-friendly support includes: Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high-quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: [https://www.childcare.admin.cam.ac.uk/](https://www.childcare.admin.cam.ac.uk/)
The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: [https://www.opda.cam.ac.uk/](https://www.opda.cam.ac.uk/)

Your wellbeing
The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a
society exists for this purpose. The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

**Development opportunities**
We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University’s values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

**Information if you have a Disability**
The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at [http://www.admin.cam.ac.uk/offices/hr/staff/disabled/](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/)