



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

**Job title: Receptionist (LSE Residences)**

**Department/Division: Residential and Catering Services Division**  
**Accountable to: Operations Manager**

### Job Summary

#### Background

There are ten halls of residence within the London School of Economics and Political Science (LSE) portfolio, four of which are managed by third party providers – three by private student housing providers and one by a Registered Social Landlord. All our accommodation is in central London, totalling circa 4,000 bed spaces. Outside of student term time, halls run as commercial bed and breakfast operations. The Division employs over 300 staff and has a turnover of c£40 million.

**Our Vision:** “As a provider of residential and catering services, we will position ourselves to be a leading and exemplary service provider, a model of good practice and a significant contributor to the student and staff experience at LSE.”

**Our Mission** is to “create an inclusive home for learning.”

#### Job Summary

Halls Receptionists are the first point of contact for visitors to halls of residences. As such, post holders are always required to provide a welcoming, friendly, and helpful service.

The main duties of our receptionists are to assist Operations Managers in the day-to-day running of the residence, ensuring students and guests are checked in to the accommodation and to assist with the smooth running of commercial business (outside of term time).

The post holder will be required to work shifts, on a rota basis, morning, and evening, covering a seven-day period with two days off per week. The post holder will be required to work across all halls to better understand the Division and when needed to cover absences.

### Duties and Responsibilities

- To ensure that all aspects of the reception operate smoothly including dealing with enquiries, taking reservations, administering post, responding to emails, and answering the telephone. A reception procedure manual is available and needs to be followed.
- To cover reception shifts and provide a friendly and helpful welcome to students and guests.
- To supervise the reception team under the guidance of the Operations Manager.



- To assist the Operations Manager in managing the reception rota.
- To ensure students and guests are checked into the accommodation on the Division's Property Management System (PMS).
- To answer questions and queries in person, via email and on the telephone.
- To assist in the smooth running of the reception, including training of the Resident Assistants
- To participate in the recruitment of Resident Assistants.

### **Service Delivery**

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### **Service Delivery**

- Ensure that all deliveries to the building are signed for, logged, and safely stored and that the mail is sorted daily as per hall procedure.
- Record and review requests for maintenance, cleaning, and complaints, logging effectively as appropriate.
- Play an active role in the security of the building by ensuring that key control procedures are adhered to.
- Prepare for and take an active role in "turnaround weekends" when students leave the residences and commercial trading begins.
- Inspect arrival rooms at regular intervals to ensure that housekeeping and maintenance tasks are being carried out to the appropriate standards.
- Assist the Operations Manager in ensuring that housekeeping and maintenance services are meeting the benchmarking standards.
- Delegate tasks effectively to other team members by communicating clear objectives and checking that the work is completed as required.
- Assist the Operations Manager in maintaining systems.
- Work unsupervised and organise own workload.
- Comply with Divisional and School Financial Regulations including GDPR (General Data Protection Regulation).
- Attend any training necessary to be able to deliver the service.
- Respond to complaints and issues when they arise and refer them to Operations Manager as appropriate.
- Authorise and make or request refunds under the direction of the Operations Manager.
- To be aware of and familiar with Health and Safety protocols as relevant in an LSE Hall of



Residence.

#### **Planning and organising resources:**

- Delegate tasks effectively to Resident Assistants by communicating clear objectives and checking that the work is completed as required.
- Manage a busy and varied workload and to prioritise effectively, resolving issues professionally.
- Work unsupervised and organise own workload.
- Requisitioning stock to ensure that adequate supplies are kept on site, particularly regarding stationary materials.
- Prepare for and execute turnaround weekends under the direction of the Operations Manager.
- Assist the Operations Manager in updating monthly reports including compliments and complaints.
- Analyse results from the student satisfaction survey, and work with the Operations Manager and reception team to address issues.

#### **Teamwork**

- Foster strong working relationships with the various teams operating within the halls e.g., Warden and Sub-Warden Team, Residential Life Team, Catering Team and Cleaning Team.
- Make a positive contribution to the social environment of the hall and attend meetings with other teams to enhance student satisfaction and to build a sense of community
- Work actively with Receptionists in other halls to share knowledge and best practice.
- Follow the LSE's equality, diversity, and inclusion policy to create a constructive and respectful environment at work.
- Assist in the training of Resident Assistants and temporary staff.
- Actively participate in and promote sustainability projects that are run at the Hall throughout the year.
- Work with the Operations Manager to update and write new procedures as needed.
- Encourage the reception team to develop their ability and strengths.

#### **Communication**

- Provide a professional, friendly, and helpful reception service for term-time and vacation residents in a busy customer service environment.
- Answer queries in person, on the telephone and via email accurately and in a timely manner.
- Assist the Operations Manager with the promotion of the hall via social media
- Communicate effectively with all staff at the hall (reception team members, Operations Manager, pastoral care, maintenance, and housekeeping teams in the hall).
- Lead by example, be reliable, flexible, honest and a good representation of the LSE.

#### **Initiative and Problem Solving**

- Deal with level 1 complaints and enquiries ensuring an excellent standard of customer service.
- Act on own initiative to resolve problems that arise in a timely and effective manner.
- Work with Operations Manager in addressing any service issues that are highlighted in the student feedback.



- Take a proactive role in emergency situations including fire evacuation and first aid.
- Identify realistic but challenging self-development needs and take responsibility for own learning.
- Proactively identify areas for improvement and work with the team to implement changes where appropriate

#### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

#### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

#### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

#### **Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.