



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 postholder.

Job title: Receptionist and Team Administrator

Department/Division: Law School

Accountable to: Facilities & Short Course
Manager

Job Summary

To act as first point of contact for the Law School reception providing a high level of service delivery to staff, students and visitors.

To provide administrative support to academics and professional services staff colleagues where necessary.

Duties and Responsibilities

Reception

- Provide a high-quality reception service including dealing with face-to-face enquiries, email and telephone calls.
- Act as first point of contact to students, visitors and staff. Greet with a welcoming and enthusiastic manner redirecting where appropriate.
- Respond to routine student queries, referring matters to programme administrators as appropriate.

Support for Facilities

- Maintain reception desk, meeting rooms, kitchens, staff common room, guest teacher meeting rooms, Moot Court Room and the Law School mail room.
- To follow a daily and weekly set of standard operating procedures to ensure the upkeep and maintenance of Law School facilities including but not limited to kitchen areas including kitchen stocks, furniture, staff and student common rooms and equipment, plants and printers.
- Order catering for department meetings and events as required.
- To assist with movement of light weight items, stackable chairs, boxes, furniture etc. (training provided).
- Willingness to undertake fire warden and first aid training.
- To liaise by email and by phone with service units across LSE, and to take/collect items to/from these units as needed, including: the LSE Post Room. Reprographics, Central Badging Office, Catering, Hardware Asset Management, and others.



Support for Meetings

- Undertake basic IT and audio-visual for set-ups in meeting rooms and the Moot Court Room.
- To set up catering and refreshment for Law School meetings including formal committee meetings.

Administrative Support

- Provide administrative support to academic staff and part-time teachers where required.
- To support the teams within the Law School's professional services according to demands of those teams' service provision, including:
 - Support for the Law School's Short Courses provision such as the preparation of teaching materials (hand-outs, slides, others), booking of venues, catering and other equipment, and set-up and take-down of venues.
 - Support the Law School events team to book venues, catering, AV equipment and other facilities for Law School events of different types; to set-up and take-down for Law School events; to update records accurately and in a timely way.
 - Support for the programmes team to plan for and to set-up student events including social, skills, careers, and community-building events.
 - Support for faculty affairs and visiting academic and practitioner colleagues, responding to administrative requests in a helpful and timely way.
 - To provide general support to the Law School team to cover specific pieces of work, or ad-hoc requests, as needed.
- Monitor Law Reception mailbox, responding to routine enquiries where possible using template responses provided, and forwarding non-routine enquiries to colleagues as appropriate.
- To book guest teacher meeting rooms and other meetings rooms.
- Order stationery both proactively to maintain stock levels, and reactively in response to particular requests.

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.

This is a campus-based role and the post-holder will be expected to work on campus for the full working week.

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.