

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF SCIENCE & ENGINEERING
FSE RESEARCH INSTITUTES
DIVISION OF DALTON NUCLEAR INSTITUTE
DCF RECEPTION & ADMINISTRATIVE ASSISTANT
VACANCY REF: SAE-028016

Salary: Grade 3 £25,148 to £26,642 per annum, depending on relevant experience

Hours: 35 hours per week

Duration: Fixed term until 29 May 2026

Location: Dalton Cumbrian Facility, Westlakes Science Park,
Moor Row, Cumbria, CA24 3HA

Enquiries about the vacancy, shortlisting and interviews:

Name: Rebecca Shepherd

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The Dalton Nuclear Institute brings together the skills and expertise of the nuclear research community at The University of Manchester, creating the most advanced nuclear research capability in UK academia. The Institute is part of the Faculty of Science and Engineering and, as well as a base on the Manchester campus, operates the University's radiation science centre, the Dalton Cumbrian Facility (DCF). DCF is situated on the Westlakes Science Park in West Cumbria, at the heart of the largest concentration of nuclear facilities in the UK and provides the world-class expertise and experimental facilities to enable the research community to better understand the effects of ionising radiations on materials and chemical and biological systems.

Job Description

Overall purpose of the role

We are seeking to appoint a Receptionist & Administrative Assistant to provide comprehensive and proactive operational support to the Dalton Cumbrian Facility (DCF). The role involves flexibility and the

ability to prioritise tasks to deliver operational support for staff, students and visitors within the facility and wider research community.

- To ensure a high quality, professional and welcoming reception service at the Dalton Cumbrian Facility (DCF), acting as first point of contact for staff, students and visitors.
- To work as part of an admin team supporting all aspects of administrative activities involved in safely operating and maintaining an academic research facility, facilitating smooth running of day-to-day activities.
- To provide administration support to the Management, Academic and Operational Teams

Key Responsibilities, Accountabilities and Duties:

- Act as first point of contact for all staff, students and visitors and provide information, advice and guidance on routine matters, knowing when to escalate to others as appropriate,
- Answer telephone calls, transfer calls and take messages,
- Deal proactively with enquiries received into shared inboxes responding in a timely and efficient manner,
- Maintain an accurate record of who is on the DCF site, ensuring appropriate inductions have been completed,
- Issue passes to staff, students, visitors and contractors as required,
- Routine monitoring of CCTV screen,
- Update Reception noticeboards, signage and user guides,
- Maintain a professional image of the Reception area,
- Open, sort and distribute incoming mail and parcels,
- Collate and be responsible for sending outbound mail and parcels via couriers (national and international),
- Monitor stationery, kitchen and office supplies and raise requisitions as necessary to maintain adequate stock levels,
- Raise purchase requisitions as required by Operational and Management teams,
- Provide word processing support for documents, letters, reports, presentations,
- Maintain filing systems, both electronic and paper systems,
- Maintain staff and student training records, identifying expired training and/or training gaps, liaising with external training providers to set up courses and venues, and registering course attendances on the training catalogue,
- Liaise effectively with other parts of the University, e.g., Institutes, Schools, Faculty Administration, Estates, where necessary,
- Ensure administrative processes around new staff and student inductions are completed e.g., allocating desks and IT equipment, sending mandatory training links, welcome emails, and offering support during settling in period,
- Maintain SharePoint site and shared drive structures, and monitor permissions to maintain information security and confidentiality,
- Manage meeting room calendars and booking systems, organising catering and setting up IT systems (e.g., Teams calls, video conference) and meeting room furniture in advance of meetings taking place,
- Assist in the planning and preparation of events, visits and conferences,
- Minute taking, managing a schedule of speakers and presenters, and preparing agendas for regular team research meetings,
- Act as Secretary to regular Committee Meetings; preparing and issuing agendas, taking minutes, uploading documents to Teams channels, and tracking actions,
- Proactively manage the administration of maintenance systems such as Workmate, registering new equipment on the database, adding new maintenance instructions and ensuring daily job cards are completed and closed off,

- Undertake training to act as a member of the First Aid and Evacuation Team,
- Report building and IT faults to Management Teams,
- Organise travel and accommodation for staff and visitors via approved travel suppliers,
- Other duties commensurate with the grade and position as defined by Management, including support and cover for other colleagues when required, such as during times of peak workflow, holidays, sickness, etc.
- Act in accordance with and promote university policies, procedures and requirements at all times - in particular those relating to health and safety; equality, diversity and inclusion; and information governance.

Person Specification – Essential Knowledge, Skills and Experience

- Level 3 NVQ or equivalent qualification in Business Administration
- Good general education, including a minimum of GCSE in English and Mathematics at a grade C or equivalent.
- Commitment to providing a high-quality customer service.
- Digital literacy, with a good working knowledge of standard IT packages and social media and a willingness to learn new software packages.
- Good time management and organisational skills
- Previous experience of working with multiple demands in a team environment and the ability to prioritise own workload to meet deadlines.
- Ability to communicate professionally and effectively with colleagues, students, staff and external enquirers, both orally and in writing
- Have a willingness to undergo training where needs are identified.
- Able to demonstrate an attention to detail in one's work.
- Ability to use initiative and judgement to resolve problems and complete tasks,
- Ability to assess data and identify problems.
- A commitment to the University's core values and to the provision of the best possible support to our students, staff and customers.

Desirable – Knowledge, Skills, Experience and qualifications

- Experience of working with systems such as Oracle Financials, Key Travel
- Be flexible, open and responsive to change and innovation.
- Seek new knowledge and engage in opportunities for training, development and up-skilling.