

Administrator/Receptionist Job Description

1. Job Details

Job Title:	Administrator/Receptionist	Department:	Directorate
Line Manager:	Deputy Director	Grade:	3
Full Time/Part Time:	Full Time – 37 hours per week	Duration of Appointment:	Open-ended

2. Job Purpose

- To provide an efficient 'administration service' to a number of colleagues.
- Although the post will report directly to the Deputy Director, it will also support other senior colleagues in specific areas of administration, whilst maintaining a manageable portfolio of responsibilities for tenant administration, room allocations and Display Screen Equipment (DSE) support.
- Provide a presentable, welcoming reception service to staff, students and visitors as first point of contact at the Scottish Association for Marine Science.

3. Main Responsibilities

<i>Description</i>	<i>Approx. % of time</i>
1. Providing a Reception Service (Reception) <ul style="list-style-type: none"> • Managing Reception as part of a team: covering for colleagues during breaks and periods of leave. • Dealing with callers in person, by phone and by email. • An information point of contact for people on site. • Dealing with incoming and outgoing mail. • Use of our staff/visitor access card system, keep abreast of updates to system which may require implementing and provide guidance to other receptionists. • Awareness of visitors on site and appropriate points of contact. • Following procedures for alarms and emergency situations. • Monitoring Reception mailbox and responding to email requests in a timely manner. 	10
2. General Administration Service (Reception) <ul style="list-style-type: none"> • Booking lab and hire cars. 	10

<ul style="list-style-type: none"> • Administering travel insurance system. • Maintaining a list of local accommodation to rent. • Contribute to compilation of weekly diary as required. • Email weekly security rota to local police as required • Log and store student assessments. • Maintaining records on SAMS intranet. • Act as occasional committee secretary, taking minutes if required. 	
<p>3. Specific additional responsibilities (Support a number of areas of Professional Services)</p> <ul style="list-style-type: none"> • Organise desk allocations, ensuring furniture is appropriate. • Manage the annual Display Screen Equipment (DSE) survey; analyse responses and ensure that identified needs are met. • Support SHE Advisor with collection of annual Net Zero data. • Support Company Secretary administration of Tenant Services. • Support Company Secretary with compilation of Data Asset register. • Support Company Secretary with administration of summer accommodation. • Support Head of HR with Equality Diversity & Inclusion (EDI) - related administrative support. 	65
<p>4. Occasional responsibilities</p> <ul style="list-style-type: none"> • Supporting Directorate PA with Trustee and external VIP visits. • Assist with occasional SAMS-wide events as required. • Provide administrative assistance with other tasks as required: including collation of papers for meetings; utilisation of 'Admin Control' system; and minute taking. 	15
Be pro-active in the application of SAMS Health and Safety Procedures.	Ongoing

4. Planning and Organising

- The role covers a range of individual tasks, supporting administration to specific senior colleagues in Directorate, Safety, Health & Environment, Compliance and HR as well as Reception. The role holder will need to be well-organised and constantly plan/prioritise ahead. (Time management and/or project management training may be required.)
- A diary and Microsoft Outlook are used to plan, usually weeks and months in advance, to keep on top of tasks in a varied job role. On Reception, staff deal with tasks in order and mark them off as they are completed, to keep all team members informed.
- Receptionists are required to teamwork and communicate well with each other, including a handover of tasks. As a full-time member of staff, you will cover Reception during daily breaks and periods of annual leave.
- Plan annual leave as a team well in advance to ensure there is Reception cover at all times during the working week.

5. Problem-Solving

- Room allocation and other specific administrative duties can require assertiveness, and the ability to resolve conflicting demands. Support will be provided by the relevant leads of the various areas.
- A wide range of queries and requests are made to our Receptionists. You will build knowledge of SAMS activities and key staff to enable you to answer questions and/or direct enquiries appropriately.
- Reception use a large number of online and paper sources of information to help in solving problems, some of which have been created and kept updated by Reception to speed up the process.
- Reception problem solving examples:
 - A contractor arrives unannounced, and no access form has been completed, Reception contacts the host to agree on the access required and programmes the card accordingly.
 - Room or car booking requests that clash: the Receptionist will find a compromise which suits both parties.
 - When a visitor requests assistance and their host is unavailable, the Receptionist contacts other colleagues – according to the specific query - to help them.

6. Decision-Making

- Allocation of rooms and space requires diplomatic, informed decision-making, taking into account various institutional needs.
- DSE management requires informed decisions based on individual requests, measured against organisational responsibilities.
- Initially, support will be provided to assist you make decisions across your varied role. As you build up knowledge in these areas, you will be expected to make day to day decisions independently, seeking support for more complex queries.
- The Receptionist has to decide who a caller needs to see and how best to contact that person. The Receptionists use their judgement to filter cold telephone callers and unwanted calls.

7. Key Contacts/Relationships

- Specific administrative tasks will require close working with identified senior managers: e.g. Deputy Director, SHE Advisor, Company Secretary.
- Tenants' administration requires direct face-to-face, email and/or telephone contact with existing and potential Tenants.
- Reception interfaces with all staff/students/tenants/visitors and contractors as a matter of course.
- Reception - the role holder will also need to liaise with the access card system provider as required to implement system updates and changes and also inform other receptionists, providing any guidance, where required.

8. Knowledge, Skills and Experience needed for the Job

- Previous administration experience and customer service skills are essential.
- Good working knowledge of Microsoft Office and ability to learn new computer systems are also important.
- It is necessary to be able to communicate effectively with external callers, visitors and tenants as well as internal staff and students of many different nationalities.
- The post requires good organisational skills and attention to detail, ability to prioritise a range of tasks and working flexibly as part of a team.
- Reception – able to work alone.
- Specific admin tasks – able to manage own tasks/workload on a day-to-day basis, seeking guidance for more complex queries.
- Able to keep calm and provide flexibility when this may be required to assist others, help with SAMS-wide administrative activities.
- For specific administrative tasks, there will be a need for diplomacy and assertive decision-making.
- Experience of taking minutes is desirable but not essential – *may be required for occasional support to SAMS committees.*

9. Dimensions – Scope of role

- This is a diverse role, working closely with a number of senior colleagues to support a various administrative duties and activities.
- Reception provides a service to 160+ staff, 130+ students (PhD and undergraduates), several tenant companies and up to 60 visitors a day. We have 1 full time member of staff who mainly works in the reception area. The reception aspect of the role will be to provide cover for their daily break times and annual leave days.
- Excellent communication, organisation and team working will be important for success in this role.

10. Any other relevant information

- You will be able to successfully balance a varied remit of specific administrative activities with provision of Reception cover.
- SAMS standard full time work pattern is Monday to Friday, 08:45-17:09hrs with a one-hour lunch break from 13:00-14:00hrs. Reception operates 08:30-17:00hrs Monday to Thursday and 08:30-13:00 on Fridays. You will need to be flexible when providing cover, where required, to cover the other shift receptionist hours/duties whilst they are on leave.

What can SAMS offer you?

Please right click and select 'open in new tab'

Our Values and culture

We strive to be a world-class marine science enterprise that underpins regional, national, and international policy, and societal action to secure healthy and sustainable oceans.

As a workforce, we have a strong family and team culture, helping each other to achieve our goals.

Remuneration

We offer a competitive salary and pension as well as employee benefits package. We also have a number of supportive policies to assist absence, family, and other leave types.

Career Goals

SAMS provides a supportive learning and career growth environment for those looking for that next step in their career or upskill in the workplace. This may be through opportunities to develop techniques, learn more about the science objectives for the group, gain some tutorial opportunities, as well as attend meetings and CPD events.

We'll provide you with a good start as you join SAMS

SAMS provides an excellent induction which is a great introduction to the organisation, the facilities, your department and team, and provides that support that you need over the early months joining a new organisation. We will also provide you with office space, computing equipment and ensure this is ready for you on your first day of work.

Employee Benefits

In addition to a general remuneration package which includes a generous salary, pension, and sickness absence policy, we offer a number of employee benefits to our staff, some of which are listed below:

- Flexible & Hybrid working arrangements (up to 2 days working from home) – will depend on role dynamic.
- Purchase of additional annual leave – up to 20 days per annum
- Access to shopping discounts as well as local shop and leisure discounted memberships
- Cycle to work scheme
- Purchase of technology
- Payroll Giving
- Salary Sacrifice – pensions
- Access to wellbeing portals which provide support for mental health, nutrition and fitness and GP referral scheme
- Occupational health support
- Welfare support on site
- Sabbatical scheme
- A number of training and development courses to assist you with your career development – leadership, coaching and mentoring.
- Free car parking
- Electric car charge points on-site

SAMS' commitment to gender equality has been recognised, as our institute was presented with an Athena SWAN (Scientific Women's Academic Network) Bronze Award and is currently working towards Investors in Diversity accreditation. SAMS follows Fair Work Practices.

SAMS is a [Real Living Wage Employer](#).

As an Academic Partner of the University of the Highlands & Islands (UHI), SAMS is designated as an educational establishment and subject to the provisions of the Protection of Children (Scotland) Act. Certain roles may be subject to a satisfactory check by Disclosure (Scotland) as a condition of their appointment.

Applications must include CV and Cover Letter and should be sent electronically to recruitment@sams.ac.uk quoting Job Ref. 'D24/25.AM' in the subject line.

The closing date for applications is 23rd February 2026.

Interviews to be held shortly thereafter.

Please note, we prefer to contact referees prior to interview.

Guidance for Applicants

This position unfortunately does not meet the minimum requirements for sponsorship to work in the UK. You must therefore have the rights in place to work in the UK already.

Your application – what are we looking for?

We are looking for a full CV – please remember to document all your relevant work experience, listed with the most recent first. You should also include your educational achievements with your most recent qualification first. You should include skills and competencies gained from previous employment or education. This should be specific to the job description. Also, please include details of two referees, one referee at least from your current role, who we may contact if invited for interview.

We enjoy reading cover letters and these are an important part of the application. In the letter, connect your past accomplishments with the requirements listed in the job description. Focus on your most relevant experience, qualifications, and skills. Where possible, quantify your accomplishments with facts and data.

Useful links

- [How to write a flawless cover letter](#) (please right click and select open in new tab)
- [How to write a CV](#) (please right click and select open in new tab)

