

Job title	Human Resources Administrator & Receptionist
Department	Human Resources department
Reporting to	Head of Human Resources
Grade	3

ORGANISATIONAL CONTEXT

The British University in Dubai (BUiD) was established in 2003 by decree signed by His Highness Sheikh Maktoum bin Rashid al Maktoum, Ruler of Dubai. BUiD evolved in collaboration with United Kingdom universities and is currently partnered with the prestigious Universities of Edinburgh, Glasgow, and Manchester. BUiD operates on a not-for-profit basis, and aims to contribute to knowledge development, technological innovation and socio-economic progress in the UAE and beyond.

OVERVIEW OF THE ROLE

The individual will provide support to the Human Resources department, with a specific focus on managing reception.

RESPONSIBILITIES

1. Provides the main point of call at BUID reception by managing the front desk, receiving visitors, and answering telephone calls.
2. Handles enquiries by ascertaining the nature of calls, resolving requests for information and forwarding others as appropriate, and maintaining a log.
3. Manages the main University email (info@buid.ac.ae) by answering queries or forwarding them to the appropriate department.
4. Serves visitors by greeting, welcoming, and directing them appropriately.
5. Informs visitors by answering or referring inquiries.
6. Directs visitors by maintaining employee, departmental and Faculty directories.
7. Assists the Operations team with maintaining the security of the campus.
8. Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
9. Arranges hotel and flight booking reservations for external examiners and maintains a record of external examiner arrangements.
10. Accepts all letters and packages and distributes them to the appropriate department.
11. Covers the duties of the Executive Administrator/ PA to the Vice Chancellor and to the Registrar and Chief Administrative Officer in their absence.
12. Organises HR-related events including sending out calendar invitations, booking venues, organising catering etc..
13. Maintains a record of HR activities.
14. Maintains the University calendar.

15. Supports the HR department in any clerical and other duties as required by the Head of HR.
16. Assist VISA process of staff and students.

REQUIREMENTS

The University expects all staff to be flexible within reason to cover University events and other activities.

QUALIFICATION AND EXPERIENCE	Essential	Desired
Basic educational/vocational qualifications	<ul style="list-style-type: none"> • Bachelor's degree or equivalent in related field 	<ul style="list-style-type: none"> • Degree in HR related field
Advanced educational/vocational qualifications		<ul style="list-style-type: none"> • Certification on completed training in customer service or related field
Relevant experience	<ul style="list-style-type: none"> • A minimum of two (2) years' experience working in a similar position 	<ul style="list-style-type: none"> • Experience of working in a similar position in educational institution(s) • Experience in handling HR tasks
Knowledge, skills and capabilities	<ul style="list-style-type: none"> • Welcoming personality • Clear and professional telephone manner • Excellent written and verbal communication skills in English language • Wide knowledge of MS Office applications including advanced Word and Excel skills Ability to interact professionally with students, staff and stakeholders at all levels • Excellent organisational and multi-tasking abilities • Utmost tact and discretion for dealing with confidential information 	<ul style="list-style-type: none"> • Knowledge of UAE's culture, work ethics and business environment • Spoken and/or written Arabic)

- Ability to work effectively as a team member in a multi-cultural environment
Excellent interpersonal skills

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