

## **Job Description** **Welcome Desk (Chelmsford and Cambridge)**

### **Vision**

Our vision is to make a difference to every student.

### **Mission**

It's our mission for every student to discover new things, build friendships and love your time at ARU.

### **Values**

We are:

**Inclusive** We will champion the diversity of our students and their communities.

**Challenging** We push ourselves, the University and students to think and do things differently.

**Sustainable** We will champion wellbeing, equality and justice; make ethical decisions and help to grow a cleaner, fairer planet.

**Collaborative** We are better when we work together.

**Creative** We think outside the box, learn from mistakes and use our imagination.

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**Section:** Administration

**Reporting to:** Office Coordinator

**Salary grade:** £9.90per hour

**Hours of work:** Flexible and minimum commitment zero hours

**Work base:** Chelmsford or Cambridge

### **Functional Relationships:**

Office Coordinator, Student Opportunities Coordinators, Volunteer Coordinator, Students' Union staff, Executive Officers, Representatives, University staff, student members and visitors.

### **Purpose of job**

To assist the Students' Union in providing excellent customer service, a gateway to other Union services and being a first point of contact for members and visitors in a friendly, welcoming

environment at all times. You will be working at the welcome desk, and wider student space, being mindful of potential sensitive information and the responsibilities of cash handling.

## **Job Role**

### **Welcome Desk Activities**

- To provide outstanding customer service at all times and promoting the values of the Students' Union, in a confident, welcoming and approachable manner
- To be equipped with up to date information about a wide range of services offered by the Students' Union, including, but not limited to: the advice service, student representation, student activities, clubs and societies, entertainment and volunteering
- Actively promote events, day time activities and executive campaigns to all students.
- To create a clean and welcoming environment within the Student Union space
- Operate the till to sell a variety of products from: memberships to clubs and societies, ticket sales, TOTUM cards, with responsibilities of cash handling
- To administer an essential link to other services within the University or other campuses, referring students as necessary
- Assist the advice service on the appointments referral procedure, being mindful of confidentiality and GDPR
- To encourage inclusivity, be respectful of diversity and to promote equal opportunities.
- Advocate the work of the Students' Union in a positive light at every available opportunity, maximising visibility of the Union, visitors and University personnel
- To assist Office Coordinator in tidying up of main office, kitchen and student space.
- To assist the wider Students' Union team and student opportunities team with administrative tasks including room bookings and guest speaker research
- To provide support and signposting for students via phone and our live chat service
- Undertake training in other areas of the Union and assist in other departments as necessary

### **Other**

- Undertake all activities in accordance with the Union's equal opportunities, health and safety, environmental and staff protocol policies
- Carry out any other duties or projects as may be assigned to the post-holder by the Students' Union and which are reasonably consistent with the position. These may take place throughout the year.

### **You will develop these skills in this role:**

- Teamwork
- Interpersonal skills
- Customer service
- Active listening
- Verbal and non-verbal communication
- Problem solving
- Decision making
- Cash handling and till operation
- Working within GDPR and confidentiality guidelines

### **Benefits of the role:**

- Living Wage accredited hourly pay
- Uniform and badge provided

- Flexible working hours
- Fixed term role that may lead to further employment opportunities within the SU.
- Great networking opportunities.
- Meet new people and make new friends.
- Training opportunities, such as fire marshalling and first aid.

The Students' Union expects all staff to participate in any training programme, meeting or conference considered relevant to your job. The Students' Union expects all staff to participate in, and take ownership of, their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within departments of the Students' Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., fresher's fair, elections, open days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.