



Job Description Welcome Desk Representatives

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.

Responsible for: No direct line management responsibility

Reporting to: Office & Finance Coordinator

Functional Relationships:

Office Coordinator, Student Opportunities Coordinators, Volunteer Coordinator, Students' Union Staff, Executive Officers, Representatives, University Staff, Student Members and Visitors.

Section: Administration

Any Other Relevant Information

Salary Grade: £9.90 per hour

Hours of Work: Flexible and minimum commitment zero hours

Work Base: Cambridge

Purpose of job

To assist the Students' Union in providing excellent customer service, a gateway to other Union services & 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 SU, in a confident, welcoming & 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 & volunteering.
- Actively promote events, day time activities and executive campaigns to all students.
- To create a clean & 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 & Finance Coordinator in tidying up of main office & kitchen.

- 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.

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.
- Support the Students' Union's environmental policy.

Benefits of the role:

- Living Wage Accredited hourly pay
- Uniform & badge provided
- Flexible working hours
- Fixed term role that may lead to further employment opportunities within the SU.
- Develop team building, interpersonal and problem solving skills.
- Great networking opportunities.
- Meet new people and make new friends.
- Training opportunities, such as Fire Marshalling & First Aid.
- Building interpersonal skills.

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.