



## Welcome Desk Assistant

### Applicant Information and Job Description and Person Specification

#### Summary

Aston Students' Union (SU) is a membership organisation for students studying at Aston University. The SU is led by elected student officers supported by a staff team. It is an independent charity and company that exists to impact positively on the life of Aston University students. The SU provides a range of services to enhance the student experience. Services are varied and include advice and support, a student representation framework, over 100 clubs and societies, an accommodation service, headline annual events alongside much more.

#### Job Summary

Welcome Desk Assistants are a central part of helping to create a warm and welcoming environment at Aston SU because they are the first face students and visitors will see on entering the Union building. As the first point of contact for the Students' Union, Welcome Desk Assistants provide excellent customer service while efficiently handling enquiries and performing general administrative duties that help support the efficient operation of our services.

Working hours usually Monday to Friday 10:00am to 5:00pm during term-time and 10:00am to 2:00pm out of term.

**Principle Purpose of Job:** To be first point of point of contact for the Students Union playing a central part of helping create a warm and welcoming environment.

**Work Location:** Aston University Campus: Aston Students' Union, B4 7BX

**Responsible to:** Advice and Support Manager

#### Equality, Diversity and Inclusivity

**Aston Students' Union is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on Race, Age, Disability, Sex, Sexual Orientation, Gender Reassignment, Religion or belief, Marriage and Civil Partnership or Pregnancy and maternity or any other protected characteristic. If you require any reasonable adjustments to assist you in the application or interview process, please get in touch to discuss your needs.**

## **Main Duties and Responsibilities:**

- A. Act as the first point of contact for all students and visitors in the SU Building.
- B. Help create a warm and welcoming environment for students and visitors.
- C. Handle general enquiries for the SU via phone, email and in person.
- D. Assist with the operation of the welcome desk and reception area.
- E. Open and close the welcome desk.
- F. Respond to enquiries efficiently using knowledge of the SU, University and online resources
- G. Take calls and messages for SU Staff.
- H. Liaise with University departments and external stakeholders when necessary.
- I. To handle incoming post, record deliveries and inform recipients to collect.
- J. To handle and record lost property and return to students or Aston University Security Office
- K. Ensure the welcome desk and reception area is always safe, tidy and presentable.
- L. Assist in issuing NUS Extra cards and table tennis equipment.
- M. Assisting with data analysis by ensuring the number of visitors and enquiries are recorded daily.
- N. Record and report any security, maintenance or health and safety issues to the relevant department(s).
- O. Cover the Advice & Representation Centre reception desk when ARC Receptionist is on leave.
- P. Undertake any administrative tasks or duties as required that are commensurate with the status and role and support the working of the SU.

## **General Responsibilities:**

- A. Any other duties reasonably required by the Advice and Support Manager.

- B. Ensure that equal opportunities, diversity and data protection policies are adhered to in all activities.
- C. Ensuring that day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting any electrical faults, water leakage or other environmental concerns to the facilities or line manager etc.

## **Standards**

- A. The post holder will be expected to both professionally and personally, display a positive image of Aston SU.
- B. The post holder will be expected to uphold the values of Aston SU and demonstrate high standards of professionalism, respect for others, integrity and accountability.
- C. To actively demonstrate commitment to equality, diversity and inclusion.
- D. The post holder will be expected to abide by the Union's various policies such as the Equality and Diversity policy and the Anti Bullying and Harassment policy at all times.

## Person Specification

### Essential:

- A. Fluent in English
- B. Polite, positive and friendly manner
- C. Excellent communication skills
- D. Experience in customer service
- E. Ability to stay calm and patient in challenging situations
- F. Problem solving
- G. Excellent administrative and organisational skills
- H. Reliable with excellent time keeping
- I. Attention to detail
- J. Ability to work as part of a team and on own initiative
- K. Flexible and adaptable
- L. Ability to work in line with data protection and GDPR legislation
- M. Proficiency in IT including use of emails, internet and Microsoft Office

### Desirable:

- A. Experience working with students
- B. Experience working in a fast-paced environment
- C. Knowledge of Aston University services
- D. Knowledge of Aston Students' Union services

## Applicant information

### Eligibility

This role is only available to current Aston students who will be available to work on campus from the start of September and enrolled at Aston throughout 2022/23

- Starting salary; £9.50 per hour plus holiday
- Job type; Casual (zero hour contract). Approximately 3 – 8 hours per week depending on availability and opening hours.
- If you would like to clarify any information or have an informal chat about the role, please email [s.hussain30@aston.ac.uk](mailto:s.hussain30@aston.ac.uk) .
- To apply, please send a CV and covering letter to our HR, Governance and Admin Coordinator, Shadab Hussain on [s.hussain30@aston.ac.uk](mailto:s.hussain30@aston.ac.uk). The covering letter should detail how you meet the criteria required for the role.
- **Application closing date:** 12:00 noon on **Monday 27<sup>th</sup> June 2022**
- **Interview date:** TBC