

Job Title:	Evening Receptionist (Welcome Desk)
Responsible to:	Finance Manager
Pay:	£8.75 per hour
Hours of work:	Normally 15 hours per week, Monday to Friday, 5pm to 8pm for 26 weeks normally over Trimester 1 (10 th September to 14 th December 2018) and Trimester 2 (21 st January to 19 th April 2019), in the academic year 2018/19.
Purpose:	The purpose of the Evening Receptionist is to support membership enquiries and the general administrative functions of the Students' Association.

1. Job Description

1. Handle all telephone, in person and online enquiries promptly, courteously and efficiently, and re-direct appropriately by establishing the nature of the call/chat.
2. Welcome all visitors to the Students' Association, dealing with general enquires efficiently and courteously and direct visitors/members to the appropriate Officer or Staff Member.
3. Build and maintain a current, working knowledge of Students' Association policies, procedures, systems and developments, as well as general information, in order to be able to provide University staff, students and visitors with information as required.
4. To carry out a range of administration and processing tasks, as required, supporting all functions of the Students' Association.
5. Maintain the Welcome Desk to ensure an impressive, professional but welcoming appearance. This includes looking after the Students' Association games machines and equipment.
6. To issue NUS Extra Cards.
7. To receive payments from students for memberships, ticket sales, merchandise and the management of the petty cash.
8. To ensure before leaving that the Students' Association offices are securely closed down and Security has been called.
9. To act as a Students' Association Fire Warden.

2. General

- a) As the post will require handling, processing and recording of restricted information, strict confidentiality is required to be maintained at all times.
- b) To be responsible for all administration required for the post.
- c) To deliver and develop targets outlined in the Strategic Plan.
- d) To support programmes and projects run within the Students' Association and wider Students' Association projects such as elections, accreditations, community engagement, annual award and recognition events, Full Time Officer induction, volunteer training conference and freshers.
- e) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Finance Manager or Chief Executive.
- f) To update the Association website and GCU Learn, as and when necessary.
- g) To comply with the Health and Safety Policy in relation to your own safety and that of any other employee, student or visitor.
- h) To adhere to all Students' Association policies including HR, Disciplinary, Health and Safety, Finance or with any other Students' Association Policy passed at Caledonian Student Voice.
- i) To attend any meetings as and when requested and produce reports as required.
- j) To work within the values of the organisation and respect the democratic structure and nature of the Students' Association.
- k) To portray the Students' Association in a positive, proactive and professional manner.
- l) To undertake personal and professional development activities as agreed by the Chief Executive.

Responsible to:

- The Finance Manager for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

Person Specification: Evening Receptionist	E	D	Tested By
QUALIFICATIONS			
Good numerical and literacy skills to Standard Grade or equivalent	✓		AF/E
KNOWLEDGE AND EXPERIENCE			
Experience in administrative/reception role	✓		AF/I
Experience of undertaking a range of administrative duties and data processing	✓		AF/I
Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel)	✓		AF
Experience in providing effective customer facing service	✓		AF/I
Experience of working in a discreet and sensitive manner and understanding the need for confidentiality	✓		AF/I
Experience of using card payment terminal machines		✓	AF/I
Cash Handling Experience		✓	AF/I
SKILLS AND ABILITIES			
Ability to work with minimum supervision in a busy environment to meet deadlines	✓		AF/I
Student (member, client or customer) focused	✓		AF/I
Excellent people skills	✓		AF/I
Ability to use your own initiative	✓		AF/I
Adaptable and flexible in modifying work in order to achieve the best results	✓		AF/I
Excellent verbal and written communications to a wide range of people	✓		AF/I
Pays attention to detail and produces work to a high standard	✓		AF/I
Understanding and commitment to equality and diversity	✓		AF/I
Desire to work within a democratic student led environment	✓		AF/I

AF Application Form
I Interview
T Test
E Evidence
P Presentation

Revised February 2017