

<b>Post:</b>	Receptionist
<b>Department:</b>	Membership Support Department
<b>Responsible to:</b>	Finance Manager
<b>Hours of Work:</b>	The normal hours of work will be Monday to Friday 9am to 5pm. The post holder may be required to be flexible to meet organisational need.
<b>Pay:</b>	£18,342 per year
<b>Purpose:</b>	The role is focused on providing consistent and excellent support to the membership and visitors at the Welcome Desk. The role will also provide general administrative support throughout the Students' Association.

**Job Description:**

**1. Welcome Desk**

- a) Handle all telephone, email, online and social media enquiries or face to face enquiries promptly, courteously and efficiently, and re-direct appropriately by establishing the nature of the enquiry.
- b) Build and maintain a current working knowledge of Students' Association in order to support general enquiries from members and visitors.
- c) To carry out a range of administration tasks, as required, supporting all functions of the Students' Association, in particular the Management Team.
- d) To co-ordinate room bookings and stall bookings within the Students' Association (including the Group Study Rooms) and within the University.
- e) To compile the all student email and other relevant emails, such as the Research Emails.
- f) Maintain the Welcome Desk and surrounding area to ensure an impressive, professional but welcoming appearance and water all plants within the Students' Association Building.
- g) To update the information on the Plasma Screens.
- h) To support enquiries and problems with the Pool Tables.
- i) To collect, distribute and post mail.

- j) To process and maintain memberships.
- k) To process payments for memberships, ticket sales and merchandise and the management of the petty cash.
- l) To promote and issue TOTUM Cards and other merchandise to members and manage stock control systems.
- m) To support colleagues with the organisation of Freshers Week.
- n) Submit quarterly returns for the Film Bank Licence.
- o) To receive goods and direct to correct office.
- p) To seek to resolve frontline complaints and membership feedback and refer complaints, where appropriate, to the Chief Executive.
- q) To refer any Subject Access Requests or questions about Data Protection, including Police enquiries, to the Chief Executive.
- r) To refer any media or press enquiries to the Student President and the Chief Executive.
- s) To order stationery and buy milk, as and when required.
- t) To take minutes for meetings, as and when required.

## **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 fulfil any other reasonable duties in relation to your work as deemed necessary by the Finance Manager or Chief Executive.
- e) To update the Association website, social media and GCU Learn, as and when necessary.
- f) To comply with the Health and Safety Policy in relation to your own safety and that of any other employee, student or visitor.

- g) To adhere to all Students' Association policies including HR, Disciplinary, Health and Safety, Finance, Sustainability or with any other Students' Association Policy passed at Caledonian Student Voice.
- h) To attend any meetings as and when requested and produce reports as required.
- i) To work within the values of the organisation and respect the democratic structure and nature of the Students' Association.
- j) To portray the Students' Association in a positive, proactive and professional manner.
- k) 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.

*Glasgow Caledonian University Students' Association is a registered Scottish charity, number SC022887*

Person Specification: Receptionist	E	D	Tested By
<b>KNOWLEDGE AND EXPERIENCE</b>			
Experience in an administrative/reception role	✓		AF/I
Experience of undertaking a range of administrative duties, including data processing	✓		AF/I
Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel) and using Social Media platforms	✓		AF
Cash Handling Experience		✓	AF/I
Experience of customer 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
<b>SKILLS AND ABILITIES</b>			
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** Essential

**D** Desirable

Revised: January 2020