



JOB DESCRIPTION

JOB TITLE:	RECEPTION INTERN
RESPONSIBLE TO:	Finance Manager
SALARY:	AberSU Intern Grade
HOURS:	Full-time, annualised hours, to be worked flexibly September until June in negotiation with line manager.
DATE OF WRITING:	30th August 2016

PURPOSE OF ROLE

To act as a welcoming and friendly first point of contact for students, staff and visitors entering or contacting the Students' Union; providing information about the Union's services and facilities, you will be responsible for ensuring that all users receive the best possible service.

DUTIES AND RESPONSIBILITIES

1. Main duties:

- To welcome students, customers and visitors to AberSU.
- To act as the first point of contact for the Students' Union, providing up to date information and advice on a variety of services and facilities, in person and via email/telephone. The ability to speak Welsh is essential for this post.
- Administer NUS Extra cards, Travel Cards etc. and keeping an accurate record of sales.
- Support students to access Advice Service information and appointments.
- To assist Students' Union staff and students with room and appointment bookings, ensuring you liaise with the appropriate departments.
- To assist with general reception duties including managing post and deliveries, recording and monitoring lost property and contacting security and emergency service as required.
- To ensure that the reception and foyer area is clean and tidy at all times

2. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote AberSU's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of AberSU.
- To be an advocate for AberSU and our work, locally, regionally and nationally as opportunities arise.
- To work within the terms of the governing documents of the Union, principally the Constitution.
- To contribute to Students' Union publications and informational materials.
- To uphold reasonable expectations regarding health and safety, data protection and other relevant regulations and legislation as appropriate.
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- To contribute to Union projects and participate in working groups
- To demonstrate Students' Union behaviours & standards in daily working life

Changes to Job Description

This job description may be subject to modification or amendment at any time following consultation with the post holder.

This job description is not intended to be an exhaustive list of tasks carried out by the post holder. It does, however, set out the main expectations of the Union in relation to the post holder's duties and responsibilities and the post holder may be expected to undertake alternative/additional work commensurate to the pay grade.

PERSON SPECIFICATION – RECEPTION INTERN

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education, typically to the Higher/A level equivalent	Essential	✓	
Recent graduate from Aberystwyth University or writing up to graduate (2016)	Essential	✓	
University/College Degree	Desirable	✓	
EXPERIENCE			
Experience of working in a similar customer service role; greeting guests and visitors and making them feel welcome in a positive and friendly manner	Essential	✓	✓
Experience of cash handling	Essential	✓	
Demonstrable experience of working effectively on own initiative	Essential	✓	✓
Experience of basic clerical duties and office procedures	Desirable	✓	✓
KNOWLEDGE			
Knowledge and understanding of current issues and themes in Higher Education and the issues that affect students, including issues relating to participation and involvement in HE	Desirable	✓	
ATTRIBUTES/SKILLS			
Ability to communicate through the medium of Welsh	Essential	✓	✓
Ability to promote a positive image of AUSU	Essential	✓	✓
The ability to work effectively in a team	Essential	✓	✓
Self-motivated with a 'can do' attitude	Essential		✓
Calm disposition especially under pressure	Essential		✓
Able to overcome hurdles and problems in a constructive manner	Essential	✓	✓
IT competent with a working understanding of Microsoft Office	Essential	✓	
VALUES AND ETHICS			
Desire to work within a democratic student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within organisation servicing a culturally diverse membership	Essential		✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential	✓	✓
Demonstrably high standards of personal integrity	Essential		✓