



JOB DESCRIPTION

JOB TITLE:	RECEPTION & FINANCE CO-ORDINATOR
RESPONSIBLE TO:	Head of Finance & Operations
SALARY:	Undeb Aber Coordinator grade
HOURS:	Full-time, annualised hours (36.5 hours per week), to be worked flexibly in negotiation with line manager
DATE OF WRITING:	21 st August 2019

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 and for initial student group financial queries and processes; providing information about the Union's services and facilities, you will be responsible for ensuring that all users receive the best possible service. To assist the Finance Manager in the delivery of an effective finance function, performing clerical and administrative duties as directed. To take ownership of all cash related procedures.

DUTIES AND RESPONSIBILITIES

1. Main duties:

- To welcome students, customers and visitors to Undeb Aber.
- 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.
- Administer NUS 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. Finance Systems and processes

- To administrate cash handling procedures and secure storage/transit of cash.
- To adhere to, and promote adherence to, Undeb Aber financial procedures and policies.
- To input data into relevant software systems, ensuring accurate nominal ledger coding is applied, to enable accurate financial monitoring and reporting.
- To assist with the maintenance and upkeep of relevant data systems, including the accounting software package.
- To prepare invoices, credit notes, statements and to ensure accounts are settled in a timely manner as per dept. policy.
- Ensure the security of monies held on Undeb Aber premises in line with relevant policies.
- To assist with the requirements of the annual audit process.

3. Student Groups

- To keep records of student groups' income & expenditure.
- To advise student group leaders on policies, practices and systems to access and manage their accounts.
- To work with the Student Opportunities Team to support student group leaders' understanding of relevant financial policies and procedures.
- To provide student group leaders with account balances on request.
- To provide a high quality student-facing service to support student group leaders to manage their accounts.
- To support student groups to access appropriate resources including minibuss bookings.

4. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote Undeb Aber's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of Undeb Aber.
- To be an advocate for Undeb Aber 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 & FINANCE CO-ORDINATOR

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education, typically to A level equivalent	Essential	√	
EXPERIENCE			
Experience of working in a service role; greeting customers, guests and visitors and dealing with their needs in a welcoming, positive and friendly manner	Essential	√	√
Experience of cash handling and relevant procedures	Essential	√	
Experience of basic administration, organisation or clerical duties and office procedures	Desirable	√	√
Experience of supporting financial processes such as financial reconciliations and resolving differences	Desirable	√	
Experience of dealing with questions and queries from customers, guests or visitors who at times may be unhappy	Desirable	√	√
KNOWLEDGE			
IT competent with proficiency in the use of Excel and a working understanding of Microsoft Outlook and Word	Essential	√	
ATTRIBUTES & SKILLS			
Ability to promote a positive image of Undeb Aber	Essential	√	√
The ability to work effectively in a team and own initiative	Essential	√	√
Self-motivated with a 'can do' attitude with the ability to take the initiative to identify tasks and to prioritise own work	Essential	√	√
Friendly and approachable manner	Essential		√
Calm disposition especially under pressure and able to overcome challenges or problems in a constructive manner	Essential		√
Strong numerical skills	Essential	√	
Understanding and commitment to promoting equality and diversity and inclusive practices	Essential	√	√
Commitment to upholding the Students' Union values	Essential	√	√
Ability to communicate through the medium of Welsh	Desirable	√	√