



JOB DESCRIPTION

JOB TITLE:	Receptionist - Student Staff
RESPONSIBLE TO:	Finance Manager
SALARY:	£8.75ph including holiday allowance
HOURS:	8 – 12 hours per week

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 desirable 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 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 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 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