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| **Job Title** | SUBU Advice Receptionist |
| **Department** | Student Engagement |
| **Location** | Student Centre, Bournemouth University Talbot Campus |
| **Normal working hours** | 28.5 hours per week (10am-4pm Mon, Wed, Thurs and Fri. 9am-4pm Tues)  Occasional flexibility may be required at times of high demand |
| **Salary** | Grade 2: £18,009 - £19,612 **pro rata** |
| **Accountable to** | SUBU Advice Manager |

**About SUBU:**

Bournemouth University students are part of one of the best Students’ Union in the UK…SUBU. As winners of the 2016 NUS Education Award and sector leaders for ‘Student Voice’ in the 2018 National Student Survey, SUBU consistently delivers an outstanding experience for its students.

As a registered charity led by our values and guided by our students, we do this by providing wide-ranging services and support to students at BU. Our main offices are based on the Talbot Campus. SUBU employs over 150 full, part-time and casual staff.

**About the Department:**

SUBU Advice is primarily based in the Student Centre on Talbot Campus and we have an office in Bournemouth House on the Lansdowne Campus. We currently have four members of staff. We provide Advice on a range of issues including: housing, money and academic issues. Our service is free, independent and confidential. We aim to empower students to enable them to resolve their own issues and shape the university’s policies and procedures via a consultative approach and negotiation.

Last academic year 1720 students accessed our service. We experience a seasonal workflow and trends which fall in line with the student’s academic timetable, accommodation search and student finance payments. Our service operates all-year-round, with the majority of first contact being via email and face-to-face.

**The following job description is an outline of the main responsibilities of the post and may be subject to future amendment as deemed appropriate. It should not be read as, nor is it intended to be, a complete statement of an individual’s contractual duties and responsibilities**

**Purpose Statement:**

To provide excellent customer service to students accessing our service. To answer general enquires, hand-out information materials and provide administrative support to the Advice team.

The role requires a motivated individual who uses their initiative. Relevant training will be provided and you should be able to demonstrate effective delivery of the key competencies within one month after appointment.

**Time to reach full performance: 6 months.**

**Main Duties and Responsibilities**

•Provide excellent customer service to clients accessing our service either in person, via email, over the phone, via text

•To be the first point of contact for students accessing the service and act as the initial point of triage

•To communicate key advice, raise awareness of our service and student opportunities via social media

•Answer general enquiries and provide students with self-help information materials

•Book appointments for students to see an Advice Worker

•Ensure students in distress are well looked after and given the appropriate space to calm themselves

•Procure resources for events and service promotion

•Enter student data is recorded on to Advicepro (electronic case notes system) to ensure accurate data records are maintained

•Run reports on Advicepro and provide these to the SUBU Advice Manager

•Signpost and refer students to other services within Bournemouth University and external to the University, as appropriate

•To signpost and refer others (non-students) who access our service to a more appropriate service for them

•Update the SUBU Advice webpages where required, this will include writing new content

•Update template emails and hand-outs

•Ensure our contact sheets, letting agent list and list of other local advice providers is up-to-date

•Maintain our leaflet stock

•Distribute our information materials to Academic Faculty’s and Support Services

•Monthly reconciliation of the Small Emergency Grant (£1300 per academic year)

•Support our student staff and/or volunteers by ensuring they have appropriate resources

•Minute SUBU Advice Team Meetings

•Be responsible for your own personal and professional development with support from SUBU Advice Manager

•Maintain confidentiality in line with the SUBU Advice policy, and principals of the Advice Quality Standard framework.

•Carry out the duties in line with the SUBU Advice policies and procedures and wider SUBU policies and procedures

## KEY PROCESSES

**(The % indicates the notional amount of time devoted to each of the processes within the job)**

# Communicating with others 50%

# - Communicating via phone and email

# - Providing an excellent ‘front-of-house’ service

# - Answering enquiries

# - Dealing with difficult situations, e.g. emotional clients

# - Giving non-judgmental information and advice

# - Providing written information

# - Utilising social media to improve our reach to students

**Working with information 25%**

- Updating information

- Data entry

- Disseminating information

- Writing for the web

- Reconciling an account

- Contributing information and ideas

- Running reports

- Minute taking

- Confidentiality and Data Protection

# Working with people 20%

# - To work in Working in a team

# - Supporting colleagues

# - Signposting and making appropriate referrals

# Planning and organising 5%

# - Setting personal aims and objectives

# - Prioritising tasks

# - Managing time effectively

# - Working independently under pressure

# - Supporting student staff and/or volunteers

**Person Specification**

**Criteria Essential/Desirable**

**Education**

At least 5 GCSE’s or equivalent, at grade C, including Mathematics

and English language E

OR vocational qualification (NVQ 2 or City and Guilds 2)

OR considerable work experience in a receptionist role

# Experience

# Experience of working in a support role to a team E

# Experience in a customer focused role E

# Experience of working in a busy office environment E

# Experience of working in higher education D

# Experience in reconciling accounts for a small budget D

# Experience of using social media beyond personal use D

# Experience of working as staff in a voluntary and/or democratic organisation D

# Experience of working in an advice service D

# Experience in minute taking D

# Experience of using an online case management system D

# Training, Skills and Knowledge

Excellent IT Skills (Microsoft Office and Outlook) and internet E

Competent in updating web pages and using social media D

Excellent interpersonal skills E

Proven planning, organisation and prioritising skills E

Good understanding the issues faced by students in higher education D

Dealing with difficult situations/people E

Knowledge of Students’ Unions D

Confident in communicating via phone, email and face-to-face E

Excellent understanding of confidentiality and equal opportunities E

# Personal Attributes

Full commitment to equal opportunities E

Ability to relate to and work with a diverse range of people E

Commitment to excellent customer service and going the extra mile E

Ability to work effectively as part of a team E

Non-judgemental E



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# The Students’ Union at Bournemouth University

# Application Form for position of: SUBU Advice Receptionist

**Please** **ensure that you have read the accompanying information before completing this application form. Return your completed Application Form, to, email** [**subu@bournemouth.ac.uk**](mailto:subu@bournemouth.ac.uk)

## The Students’ Union has been an Investor in People since 1997.

## Section 1 – Personal Details

Surname: Initials:

Address:

Post Code:

Telephone number: Email address:

Availability for interview:

🞎 Thursday 27th February – am

🞎 Thursday 27th February – pm

🞎 Friday 28th February – am

🞎 Friday 28th February – pm

Where did see this job opportunity:

🞎 SUBU or BU website 🞎 SU Careers

🞎 Indeed 🞎 Other (please specify below):

## Section 2 – Education, professional qualifications and other training relevant to this post

Dates Name of Institution/Training Body Qualifications gained

#### Section 3 – Employment

##### Present or most recent employment

Post: From: To:

Employer’s name and address:

Brief outline of duties:

**Relevant employment experience** (most recent first). Please indicate both paid and unpaid work and continue on separate sheet if necessary.

Employer’s name and address From – To Post and duties

(state whether full

or part time)

###### **Section 4 – Information to support your application**

In answering the following questions, please continue on a separate sheet if you need to; equally it is not necessary to fill all the space.

* 1. Referring to the information pack, please describe how your previous experience would be useful in this post and why you believe you are the right person for the job.

**4.2 From what you know about us, why do you think you would work well at SUBU?**

Section 5 – References

We require two references, one of whom should be your current/most recent employer. References may be taken up in advance of the interview unless you indicate otherwise. In this event, please supply a third referee who could be contacted prior to interview. It is likely that an informal discussion will be held prior to interview with a senior member of staff (or officer) of your current employer. Please indicate whether this is admissible to you or not.

Name:………………………………….. Name:……………………………………….

Position:……………………………….. Position:…………………………………….

Address:……………………………….. Address:…………………………………….

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Daytime Tel: ………………………… Daytime Tel: …………………………

Email Address: …………………….. Email Address: ……………………………….

Able to contact: Yes/No Yes/No

Relationship to you: Relationship to you:

SUBU Equalities and Diversities Monitoring Form

Personal data will be treated in strict confidence and the information on this form will be used for monitoring purposes only.

**Personal Details:**

|  |  |
| --- | --- |
| Title: | Mr / Mrs / Miss / Ms / Dr / Other |
| Surname: |  |
| First Name: |  |
| Age: | 16-24  25-34  35-44  45-54  55+ |
| Gender: | Male  Female  Prefer not to select |
| Working Pattern: | Volunteer |

# Ethnic Origin: Please tick against one of the following

|  |  |  |  |
| --- | --- | --- | --- |
| 1. *Asian or Asian British*   Indian  Pakistani  Bangladeshi  Any other Asian background |  | 1. *Mixed*   White and Black Caribbean  White and Black African  White and Asian  Any other Mixed background |  |
| 1. *Black or Black British*   Caribbean  African  Any other Black background |  | * 1. *White*   British  Irish  Any other White background |  |
| 1. *Chinese or other ethnic group*   Chinese  Any other |  | Prefer not to select |  |

**Religion or Belief: Please tick against one of the following**

|  |  |  |  |
| --- | --- | --- | --- |
| No religion |  | Jewish |  |
| Bahai |  | Muslim |  |
| Buddhist |  | Sikh |  |
| Christian |  | Other |  |
| Hindu |  | Prefer not to select |  |
| Jain |  |  |  |

**Sexual orientation: Please tick against one of the following**

|  |  |  |  |
| --- | --- | --- | --- |
| Bisexual |  | Gay Man |  |
| Gay Woman / Lesbian |  | Heterosexual / Straight |  |
| Prefer not to select |  |  |  |

**Disability: Please tick against one of the following**

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| Do you consider yourself to have a disability within the meaning of the Disability Discrimination Act 1995?  The Disability Discrimination Act 1995 defines a disabled person as someone who has a physical or mental impairment, which has substantial and adverse long-term effect on his or her ability to carry out day-to-day activities. Conditions covered may include, for example severe depression, dyslexia, diabetes, epilepsy and arthritis.  Having read this do you consider yourself to be covered by the definition?  Yes  No  Prefer not to select  If you answered yes, can you please indicate the day-to-day activities affected by your disability. (Please indicate as many as applicable)  Eyesight  Mobility  Hearing  Speech  Manual Dexterity  Physical Coordination  Ability to learn or understand, or memory  Ability to lift, carry or move everyday objects  If you wish, please state your disability here:  Please give details of any special arrangements you may require:    *SUBU is collating information around disability in order to provide a productive working environment for its employees by reviewing barriers that prevent employees to work effectively.* |

Information given on this form may be used to update databases used to identify diversity issues and the need for positive action, this data will be used for monitoring purposes only. Only a small number of authorised people have access to diversity data whatever held.

### Thank you for completing this form