#

# JOB DESCRIPTION

# **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# **Job Title: SUBU Front of House Assistant**

## Reporting to: HR Administrator

**Place of Work: Student Centre, Talbot Campus but will be expected to attend other locations as necessary, including Lansdowne campus**

**Hours of Work: Flexible, up to 37 hours a week – Hours of work to be allocated on a shift basis to cover the front of house opening hours (Monday to Friday 10am-2pm and 2pm-6pm) although actual hours may vary. This is a term-time only role and will be covered by a multiple number of student staff working on a zero hours contract basis.**

**Pay: £9.50 ph + holiday pay**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Purpose of Role**

To provide front of house reception and administration support for the running of SUBU-wide enquiries into the main reception at the Student Centre, Talbot Campus. This role involves providing excellent customer service to students, staff and other visitors accessing our services at the Student Union front of house desk.

In addition to providing front of house reception duties, the role will provide some ad-hoc administrative support for the wider Student Union, as well as event support for SUBU events and activities. Duties will vary according to the time of year and needs of the organisation.

This role requires excellent communication and relationship building skills, liaising with students and staff internally and externally on a daily basis.

The role is most suited to returning or final year BU students with some working knowledge of the Students’ Union.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Key Tasks**

* Communication Duties: act as a first point of contact for SUBU with stakeholders, team, SUBU staff and Officers, University staff, other external contacts, motoring SUBU reception inbox.
* Administration Duties: providing administrative support to the Union including communicating with the members, basic reception duties to include signposting to departments, printing, data entry, distribution of mail, as well as all other ad hoc administrative duties.
* Organisational Duties: Responsible, working with support of other staff, for the front of house duties associated with the running of the front of house reception.
* Advice and Guidance Duties: fielding enquiries, signposting and refer students to other services within SUBU and or Bournemouth University and external to the University, as appropriate.
* Project Duties: providing administrative support to a variety of projects, campaigns, activities, or initiative. Proactively engage students in the wide range of opportunities offered by the Union.
* Key Union Events Duties: when asked to assist with the organisation and administration of the larger Union events such as Freshers, Summer Ball, Open Days.
* Engagement duties: to encourage student engagement, ensuring that the functions of the Union have a strong presence on campus.
* Networking Duties: Maintain strong relationships other SUBU teams, contacts in BU and external organisations.

**General for all staff**

* The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
* Staff must always adopt and endorse the company’s Vision and Mission Statement and all supporting policies, across all aspects of the role.
* Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job.
* Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook
* SUBU is committed to promoting, educating and taking direct action on environmental sustainability. All SUBU employees are expected to integrate environmental sustainability values and action into their role where feasible.
* To abide by the company’s policies and procedures
* To adhere to all health and safety legislation
* **To undertake any other task that is deemed reasonable within your skill set**

**Person Specification –**

* Excellent communication and listening skills
* Flexible; responsive to changing demands
* High attention to detail, excellent organisation skills
* Professionalism and discretion
* Commitment to excellent customer service
* Empathic
* Friendly and approachable, Positive disposition.
* Proficient software and IT skills