**UNIVERSITY OF EAST LONDON STUDENTS’ UNION**

**JOB PROFILE**

**Job Description**

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| **Job Title:** | **Receptionist** | **Reports to:** | Office Manager |
| **Band** |  - | **Hours:** | 7 hours per day  |
| **Salary Range:** | London Living Wage | **Salary:** | £9.75 + holiday pay |
| **Department:** | Operations DepartmentUniversity of East London Students’ Union |
| **Direct Reports:** | None |

**Responsible to: Office Manager**

**Responsible for: none**

**Job Purpose**

To provide a high quality, professional reception and administrative service to the elected officers and staff of the Union as well as students and staff of the University of East London and others. To act as the first point of contact for students and others contacting the Union and to portray the Union with the highest possible professional standard. To ensure that enquiries from students are efficiently and courteously handled to the mutual satisfaction of all.

The purpose of this role is to improve communications with union members as well as to increase awareness of our services, activities and campaigns.

The role will require you to work at least one shift Monday – Friday. With some opportunities given to do additional weekend work during Open days

**Principal Accountabilities**

* To be the first point of contact for all visitors to the Union.
* Manage and deal with all enquires whether they be face to face, by phone or via email.
* Manage the Union general enquires inbox. Ensure all emails are responded to or forwarded to the relevant person in a timely manner.
* Book, amend and cancel Advice Service appointments. Following the Advice Service appointment procedures ensuing optimum efficiency of the appointment system
* Answer incoming telephone calls and manage any voice mails, ensuring calls are redirected accordingly.
* Provide administrative support when requested to all Union departments and service areas.
* Sort and distribute all incoming and process all outgoing mail.
* Signpost visitors to the relevant departments or persons within the Union and/or the University
* Process Union room and equipment booking enquires.
* Process and record payments.
* Maintain a clean, tidy and professional environment within the reception areas.

**General Responsibilities**

* Maintain high standard of professionalism, confidentiality and respect for every student and staff.
* Adhere to all relevant UELSU policies and procedures.
* Liaise with all relevant Union staff and departments.
* Undertake any other duties within the remit of the role.
* To provide operational cover for colleagues if and when required.

**Context**

This post is designed to improve communication with our membership. The post holder will be expected to create an environment which promotes a culture of excellence in customer service, where customer needs and expectations are identified, measured and met or exceeded at all times.

Hours of work will also vary depending on operational requirements and periods of peak activity. Staff are expected to portray a positive image of the Students’ Union at all times, both internally and externally by displaying high standards of service, integrity, punctuality, politeness and professionalism.

The post holder will need to be pro-active, flexible and have an ability to prioritise a varied and demanding portfolio of work.

**Person Specification** (education, training, work qualifications and method of assessment)

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **EVIDENCE** |
| --- | --- | --- | --- |
| **Education** | Must be a current UEL Student |  | Production of appropriate Student ID |
| **Knowledge** | Good working knowledge of Microsoft office packages |  | Interview/Application form |
|  |  | Good understanding of google docs and calendar  |
|  |  | Understanding of what a Students’ Union does |
| **Experience** | Working in a customer service environment |  |
|  | Working as part of a team |  |
| **Abilities** | Be an effective communicator, have an understanding of the principles of excellent communication and able to adapt both style and approach. |  | Interview/Application form |
|  | A willing team player who joins in when directed, understands how to contribute and can be counted on to do their bit. |  |
|  |  | Able to deal with difficult situations and find a mutually satisfactory outcome for both parties |
|  | Able to build rapport easily with others and to make themselves approachable.  |  |