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**JOB DESCRIPTION**

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| **Job Title:** Welcome Desk Assistant | **Present Grade:** 3 |
| **Department/College:** Lancaster University Students’ Union | |
| **Directly responsible to:** CEO’s Personal Assistant | |
| **Supervisory responsibility for:** ERS student staff when used | |
| **Other contacts**  **Internal:** Union staff and officers, relevant University staff  **External:** relevant staff in other SUs/Institutions, suppliers, contractors and external professional services | |
| **Purpose of the Role:** to deliver a high standard of customer facing services with face-to-face interactions, phone calls and communication via the Students’ Union Welcome Desk. | |
| **Major Duties:**  **Front of House**  1. To work with the Personal Assistant to coordinate the day-to-day operations for the Welcome Desk.  2. Provide a professional, customer-focused reception service, communicating effectively at all levels of the organisation and with external customers.  3. Supervise, under the instruction of the Personal Assistant, student staff members working on the reception desk. This will include contributing to the rota planning of staff in response to demands.  4. To deal with telephone calls and face to face enquiries from both internal and external customers.  5. To receive and advise students, staff and visitors in a helpful and courteous manner.  6. Support the Personal Assistant in ensuring the following activities are efficiently delivered:  a. Providing control on the movement and safe passage of customers through reception.  b. Maintaining the professional appearance of the reception and union spaces. To ensure that information displays are neatly presented, relevant, up-to-date and regularly replenished.  **Administration**  7. Support the Personal Assistant in the administration of the Welcome Desk.  8. To handle and appropriately distribute mail and deliveries for staff and officers.  9. To make use of digital solutions wherever possible to improve effective work delivery.  10. Keep accurate records of key contacts.  11. Assist the Personal Assistant in administrating passes, such as bus passes or sports passes.  **Organisational responsibilities**  12. Students’ Union policies and standards  a. Work to ensure that the Union is a safe, sustainable and fair organisation for our staff, students and others we engage in. This will include:  i. Safeguarding:Remaining up to date with safeguarding policies and procedures and that you remain vigilant and consistent in recognising and reporting safeguarding concerns.  ii. Data Protection: Ensuring that you follow all data protection and information security policies and procedures at all times.  iii. Health & Safety Policy and Procedures: Ensuring that you follow any health and safety policies and procedures within your area of work and you contribute to the improvement of the organisation’s approach to health and safety.  iv. Equality, Diversity and Inclusion: Demonstrating a clear understanding of and upholding the Union’s commitments to equality, diversity and inclusion in everything you do.  v. Sustainability Policies and Procedures: understanding, upholding and championing the Union’s policies and commitments to sustainability.  **General responsibilities of Union staff**  13. To undertake any other duties commensurate with the position and the goals of the Students’ Union and follow Union policy to support the achievement of its wider mission and goals. | |