**Job Title:** Welcome Desk Assistant

**Vacancy Ref:** N2678

<table>
<thead>
<tr>
<th>Job Title: Welcome Desk Assistant</th>
<th>Grade: 3</th>
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<td>Department/College: Students' union</td>
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<td>Directly responsible to: Communications Manager</td>
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<tr>
<td>Supervisory responsibility for: Student staff team</td>
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**Purpose of job:**

You will work as an Welcome Desk Assistant and will be required to complete a one year training programme that will cover all aspects of the role via the Apprenticeship Levy. As an apprentice at Lancaster University you will have the opportunity to gain practical work experience and training. You will work alongside experienced colleagues learning on the job as well as completing a level 2 Apprenticeship in Customer Service delivered via Lancaster and Morecambe College. Successful completion of these studies is an essential requirement of this apprenticeship.

The Welcome Assistant will be responsible for providing excellent customer service through face-to-face interactions, phone calls and email communications via the students' union Welcome Desk.

- Manage and prioritise all day to day operations for the Welcome Desk
- Provide a professional customer-focused reception service
- Dealing with a wide variety of people in an efficient and helpful manner, be courteous and sympathetic to the needs of students, staff and visitors
- Communicate effectively at all levels of the organisation and with external customers

**Major Duties:**

As the first point of contact to all visitors to the students' union you will respond proactively to queries via telephone and face to face.

- To carry out a variety of reception and administration duties
- To handle money, assist in the sale of products and services and cash up daily
- To provide security through observation of customers entering and leaving the building
- Provide control on the movement and safe passage of customers through reception
- To receive and advise students, staff and visitors in a professional courteous and helpful manner
- Responsible for maintaining the professional appearance of the reception and other union space. To ensure that information displayed is neatly presented, relevant, up-to-date and regularly replenished
- To deal with telephone calls and face to face enquiries from both internal and external customers in a polite and efficient manner
- To handle and administrate incoming and outgoing mail
- To contribute new ideas and make suggestions for the continual improvement of services and procedures
• To provide general administrative support to the students’ union

• To assist the Communications Manager in supervising student staff members working on the reception desk as part of the union’s Solutions Team

• To assist the Communications Manager in administrative tasks such as rota-ing of staff

• To administer passes and tickets such as Stagecoach bus passes, tickets for the Sugarhouse, NUS discount cards, Extravs, Roses etc.

• To assist the union by working and supporting events such as Open Days, Extravs, Welcome Week, Roses etc.

• To ensure the students’ union offices are tidy, organised and to keep areas compliant with H&S.

• To ensure that all activities are operated in accordance with Equal Opportunities Legislation and Equal Opportunities Policy

• Carry out any other duties commensurate with the post as directed by the Communications Manager, Advocacy & Governance Manager and the CEO.