

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

APPLICATION PACK:

Reception and Admin Assistant

July 2019

**Notes for Applicants**

**SECTION 1: THE STUDENTS UNION**

We hope that by reading this information it will tell you a bit more about how the Students’ Union works and how it is governed and managed.

**1.1 The Students’ Union**

The University of Salford Students’ Union is the independent representative body of students at the University of Salford. The Students’ Union is a registered charity.

**Our Vision (what we will be and do)**

*“We will confront and overcome the barriers to learning to ensure all Salford students are unstoppable”*

Our Mission (what we are here to do)

*“We empower students to make change and succeed”*

Our Values (who we are and what guides us)

• **Student-powered**: We are undeniably focussed on the needs of our members

• **Change-makers**: We are creative, progressive and kind

• **Straight-forward**: We are open, candid and proactive

• **Effective**: We are professional and collaborative

• **Inclusive**: Equity is at the heart of everything we do.

Our Promises to students (Strategic themes to be developed)

USSU promises that we will:

1. Offer something for every student

2. Make the changes students want to see within three years

3. Nurture students’ personal and professional development

4. Help students to be happy and healthy at Uni

5. Be an outstanding organisation focussed on students

Enablers (what will make all this happen)

• Prioritisation Framework

• Impact Framework

• People Strategy

• Finance Strategy

• Marketing and Communications Strategy

**1.2 Governance**

The Union is democratically controlled by its members through the annual election of a team of student representatives who form the Union’s Trustee Board. The membership of the Trustee Board is as follows:

* Five Sabbatical Trustees (1 x President, 4 x Vice Presidents)
* Four Student Trustees
* Four Non Student Trustees (appointed by the sabbatical and student trustees)

The Trustees determine policy for all areas of Union activity. The Sabbatical Trustees are full time officers of the organisation and work for the Union for a year either during or at the end of their degree course in order to represent students on a full time basis

The Sabbatical Trustees work alongside the permanent Union staff to implement and carry out the strategy and policies set by the Trustee Board. The permanent staff team is managed by the Chief Executive, who is directly accountable to the Trustee Board for the Union’s performance.

**1.3 Finance & resources**

The Union receives an annual grant from the University to fund its activities, and has an annual turnover from its commercial operations in excess of £2m. The grant and the surpluses generated from the commercial operations enables the Union to spend over £900,000 on the direct provision of student representation, recreation and development activities. 35 people make up the permanent staff team and approximately 70 student casual staff members are employed on a seasonal basis. The Union has approximately 19,000 student members and provides services to a further 2,500 people who work in the University.

The Union’s offices are located on the main University campus, with some of its commercial services located elsewhere around the University. Staff may be required to work at any of these locations either temporarily or permanently, however, the Union does take personal circumstances into account as far as possible when deciding who works where.

**1.4 Student services**

The Union is involved in a very wide range of activities. Its core purpose is to represent students and provide activities for them to enhance the student experience. The Union organises campaigns on issues of concern to the generality of students, administers the work of over 110 different student activity groups, trains and develops over 700 student representatives and operates a Student Advice Centre.

The Union’s commercial activities and interests include three shops and a food led licensed venue. The Union also has commercial partnership agreements enabling it to house a print shop and a hairdresser within its building.

**Section 2**

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

**Job description: Reception and Admin Assistant**

|  |  |
| --- | --- |
| 1. **Job Title:** | Reception and Admin Assistant |
| 1. **Responsible to:** | Impact & HR Coordinator |
| 1. **Responsible for:** | N/A |
| 1. **Purpose of Post**: | To provide a friendly, welcoming and informative first point of contact for University of Salford Students’ Union, to administer  key services effectively and support the organisation’s administration. |

1. **Main duties and responsibilities:**

**Enquiry Desk**

* Provide a friendly, welcoming and informative first point of contact to visitors to the Students’ Union enquiry desk and for enquiries to the main switchboard and email inbox.
* Respond proactively to ensure an excellent level of service for all students, staff and visitors, providing the relevant information and advice.
* To have an extensive knowledge of all Students’ Union operations to ensure all enquiries are dealt with effectively.
* Accept deliveries & take responsibility for ensuring the correct staff are notified & the goods are kept safe.
* Provide information on the TOTUM Student Discount App and administer the collection of TOTUM cards.
* To understand GDPR regulations and ensure that all data access requests are dealt with appropriately.

**Advice Centre**

* Provide administrative support to the Advice Centre, acting as a first point of contact for students accessing the service.
* Diary management for the Advice Centre, including booking appointments.
* Support in answering emails enquiries that come into the Advice Centre and setting up case files using the online case management system.
* Provide support recording statistical information in relation to the Advice Centre.
* Signpost students to support services within the university/ local community.
* Provide information to students on university procedures such as appeals and PMCS.

**Events Bookings**

* Act as the first point of contact for all bookings taking them from initial call to final confirmation.
* Administer the venue diary for Students’ Union rooms and social spaces.
* Receive and process all room booking, technical and catering requests.
* Provide information to customers on what we offer in terms of support for events, technical equipment and catering.
* Work closely with Events, the University and student groups to create and develop events and ensure that the spaces are used as effectively as possible.
* Help to promote and develop the reputation of Students’ Union venues to ensure we remain commercially viable both in and out of term time.
* Organise payments for venue hire and event requirements, liaise with the Finance Department.

**Other Duties**

* Work closely with the Head of Catering and Bars and the Head of Student Voice to ensure all Students’ Union bookings are managed effectively.
* Adhere and comply with Students’ Union policies and procedures.

* Promote the vision, mission and values of the Students’ Union through your interactions with internal and external stakeholders throughout your daily working routine.
* Portray a positive image of the Students’ Union by displaying high standards of service, integrity, punctuality, presentation and professionalism.
* Attend conferences and training events that are of benefit to your role at the Students’ Union as required.
* Undertake any other reasonable ad hoc duties as required by your Line Manager and other Students’ Union departments.

**Equality and diversity statement**

We care about the diversity of our members and staff and believe that what makes us different is what makes us better. We are committed to providing a workplace that embraces diversity, is enthusiastic about equality and promotes opportunity for all.

**Our organisation (University of Salford Students’ Union - USSU) welcomes applications from black and minority ethnic candidates as they are under-represented within the USSU workforce.**

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, sub culture, caring responsibilities, political beliefs – or any other grounds.

We will demonstrate our commitment by:

* promoting equality of opportunity and diversity within the environment we operate in
* treating our customers, colleagues and partners fairly and with respect
* building a workforce which reflects our students, aiming for even representation
* encouraging recruitment from groups currently under-represented
* promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this through our senate sanctioned Zero Tolerance policy
* recognising and valuing the differences and individual contribution that people make
* ensuring people have a healthy and nice environment to work, develop and grow in through our ‘great place to work’ measures
* operating above and beyond our charitable and legislative requirements and best practice
* expecting and receiving excellence from all staff on these commitments – ensuring all staff are personally responsible for promoting these principles

**Section 3:**

**Person Specification**

Applicants should demonstrate evidence of the following criteria in their applications. We will use a range of selection methods to measure candidates’ abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

**E is Essential, D is Desirable**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Tested by** |
| **Qualifications and Experience** | | | |
| Recent graduate educated to degree level |  | X | A |
| **Knowledge and Experience** |  |  |  |
| Previous experience in an administrative role | X |  | A/I |
| A good understanding of customer service standards | X |  | A/I |
| Experience of working effectively on own initiative | X |  | A/I |
| Experience of coordinating a booking process |  | X | A/I |
| Experience of handling difficult situations |  | X | A/I |
| Knowledge of GDPR regulations |  | X | A/I |
| **Skills and Abilities** | | | |
| Ability to deliver an excellent customer service to a wide range of stakeholders | X |  | A/I |
| Effective time management and organisational skills with the ability to multi-task and prioritise workload effectively | X |  | A/T/I |
| Excellent communication and interpersonal skills | X |  | A/I |
| Ability to work independently whilst recognising the wider needs of a team | X |  | A/I |
| Ability to work in a dynamic and fast paced environment | X |  | A/I |
| Good IT skills, including the effective use of MS Office software  (Specifically, Word, Excel and Outlook) | X |  | A/T/I |
| Ability to contribute to organisation-wide initiatives |  | X | A/I |
| **Values and Personal Qualities** | | | |
| Approachable, warm and friendly | X |  | I |
| Desire to work in a democratic and student led organisation | X |  | A/I |
| An understanding and commitment to Equal Opportunities | X |  | A/I |
| High level of personal presentation and professionalism | X |  | I |
| Confident and engaging communicator with ability to use initiative | X |  | A/I |
| Plans and manages time effectively | X |  | A/I |

**Tested by:** A (Application form), I (Interview). T (Task)