

**Job Description**

Job Title: Welcome Desk Student Staff

Salary: £12.00 per hour / 10 hours per week / 35 weeks per year

Contract Type: Fixed Term Student Staff

Location: Students’ Union Office Spaces

Responsible to: Union Secretary

**Job purpose:**

Welcome Desk Student Staff are required to support duties Monday-Friday 10:00 – 16:00, joining our existing Welcome Desk staff member. The hours may be split between all team members either weekly or across a fortnight. Our Welcome Desk staff are the front face of the organisation providing a friendly greeting for all physical enquiries to the Union. We operate in a fast-paced environment where each day is as unique as each of our 18,000 members and our Welcome Desk team are crucial in helping create positive experiences.

As well as providing excellent customer service, Welcome Desk staff will also complete a variety of administrative tasks supporting internal processes. Our Welcome Desk team will often be the first staff member students and guests engage with and it is important to us that they are able to demonstrate a professional and empathetic attitude at all times.

**About us:**

Stirling Students’ Union is the representative student body at the University of Stirling. We are a registered charity and exist to support students getting the best degree, helping students make friends, supporting students when they need support and building skills for the future. We do this by supporting academic reps, providing volunteering opportunities, societies and sports clubs. We also offer support, employability skills, advice and opportunities to influence our sustainability work. We are proudly student led and each spring elect four full time paid students to lead our work: President, Vice President Communities, Vice President Education and Sports Union President.

**Key duties:**

* Deliver excellent customer service, creating a welcome environment for all physical enquiries
* Support and direct all questions to the appropriate staff member or department
* Answer correspondence, telephone and email enquiries
* Provide administrative support, including the writing of minutes, to the Union Secretary and Coordinators
* Process Club or Society member claims
* Maintain database of membership activity
* General office activities
* Maintain the Welcome area to a high standard

**Relationships:**

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| --- | --- |
| **Internal:*** Union Secretary
* Union Coordinators
* Sabbatical Officers
 | **External:*** Students
* Students’ Union Guests
* University Staff Members
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| **Person Specification**

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| --- | --- | --- |
| **Knowledge & Experience** | **Desirable** | **Essential** |
| Strong digital literacy including confidence in using Microsoft Office products |  |  X |
| Experience of delivering excellent customer service |   | X |
| Understanding of Stirling Students’ Union  |  | X |
| Experience of data processing  | X |  |
| Experience of report writing (academic or professional) | X |  |

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| **Attributes** | **Desirable** | **Essential** |
| Ability to develop relationships and work with a wide range of people |   | X |
| Strong interpersonal and communication skills |   | X |
| Willingness to take initiative  |   | X |
| Understanding and commitment to Equality, Diversity and Inclusion |   | X |
| Commitment to working in a student-led environment |   | X |

**General**: Although working hours are stated as 10 hours per week some evening and weekend work may be required which may exceed this. This is part of the contract and reflected in the grading of the post. The annual holiday entitlement is 28 days (5.6 weeks) per year (pro rata), inclusive of any public holiday entitlement. The amount of holidays actually accrued will be calculated at a rate of 12.07% of any hours worked. This job description is correct as of 3rd April 2024 and shall be updated as and when required with the appropriate body. It should not be regarded as exhaustive or exclusive and duties may change from time to time.**Sign-off:**

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| **Job Holder** | **Manager Al Lawley-Powell** |
| **Signature** | **Signature** |
| **Date** | **Date 3rd April 2024** |

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