Welcome Desk Student Staff

£12 per hour/10 hours per week during semester

## The Post

Two 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 of the post

* 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

**Closing date for applications: Monday 19th August 2024 at 9am**

**Interviews will be held Tuesday 3rd September 2024**

For further information, please visit [www.stirlingstudentsunion.com/recruitment](http://www.stirlingstudentsunion.com/recruitment) where you will find application form, job description/person spec and equality monitoring form.

To apply for the position, please return your completed application form, along with an equality monitoring form to Wendy Forbes, Union Secretary & HR [wf2@stir.ac.uk](mailto:wf2@stir.ac.uk)