

Responsible to: Guild of Students Coordinators

Summary of post: To work as part of the Guild of Students Welcome Team. Supporting a variety of activities welcoming students to the university and their accommodation sites.

There are two types of Welcome Team roles due to the variety of activities over the Welcome period. Please review the requirements below and choose the role you'd like to apply for.

Arrivals Welcome Team

To welcome students moving into university accommodation, lift and carry their luggage into their accommodation sites and help them settle into new surroundings primarily during Moving in Weekend and Welcome Week Activities.

Training – Thursday 18th September

Moving in weekend – Compulsory – Saturday 20th September with optional available shifts on Friday 19th & Sunday 21st September.

Welcome Week – Week commencing 23rd September 2024 (A minimum of one 4-hour shift – multiple shift opportunities available)

Fairs Welcome Team

To support the Guild of Students in the preparation and delivery of Welcome Events and Fairs. To be friendly and welcoming, give directions and information on events and student groups. To assist with set up, pack down, and other logistical tasks such as door entry and queue management.

Training – Wednesday 17th September or Thursday 18th September

Welcome Week – Compulsory Days: Saturday 20th September - selected shifts available.

Monday 22nd or Tuesday 23rd September, plus shifts on the 24th/25th/26th (A minimum of one 4-hour shift – multiple shift opportunities available)

Both Roles - Beyond Welcome Week and the specific date requirements for your chosen role, you will join the overall Welcome Team, with additional shift opportunities communicated as needed.



Please note – this role starts in September 2025 although there are training requirements and may be ad hoc shift opportunities beforehand.

Duties and Responsibilities

1. To be part of the Guild of Students Welcome Team, as the first point of contact for students and their parents/carers during Moving in Weekend; support students with moving into their accommodation, giving directions, answering queries, and carrying their luggage. (*Arrivals Welcome Team*)
2. To support the University Site Staff ensuring a smooth-running day/weekend for both parents and all staff involved. (*Arrivals Welcome Team*)
3. To assist students in achieving a successful welcome and transitional period into University life, through promotion of the Guild of Students.
4. To conduct a flat meeting in order to complete a Shared Living Agreement, designed to encourage harmonious living within accommodation.
5. To be the public face of the Guild of Students and the University of Birmingham.
6. To observe Guild health & safety procedures, working safely at all times and reporting any potential hazards, faults or problems to the appropriate people.
7. To wear your t-shirt and name badge visibly at all times while working, and only when working.
8. To attend and complete the training, necessary to carry out the role.

Applicants will be able to choose if they would be available for, and willing to work on any additional duties which may occur after Welcome Week. These are outlined below.

9. To carry out other duties which naturally fall within the reasonable expectations of the role. These **may** include.
 1. Supporting various Guild services with the delivery of events.
 2. Delivering campaigns and information to university accommodation.

Person Specification: Welcome Team

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Demonstrate a strong customer service focus with an awareness of your impact on the student experience.
- Experience of working independently and using own initiative.
- Excellent listening and communication skills, with the ability to initiate contact with other students and encourage others to do so
- The ability to work effectively as a member of a team, and to take instructions and direction from others.
- Ability to ensure observation of service procedures, for example maintaining confidentiality.
- Ability to stay calm and friendly under pressure in a busy environment.
- Customer focused with attention to detail.
- Understanding of and a commitment to Equality of Opportunity
- Team focused approach
- Flexible
- Committed to continuously improving service delivery
- Ability to safely and efficiently lift, carry, and move objects of various sizes and weights, following appropriate manual handling techniques.