

Student Staff Job Description

Job Title:	Reception Assistant
Responsible to:	Room Bookings & Reception Coordinator
Outline of Post:	To work as part of the Reception team to provide an excellent standard of customer service, creating a warm and friendly environment.
Hours:	Able to work a minimum of 3-16 hours per week.

Duties and Responsibilities:

1. To serve customers showing high standards of customer care at all times providing a helpful and friendly service.
2. To be part of a team that are the first point of contact for students, visitors and staff to the Guild; referring people appropriately, giving directions, taking deliveries and answering queries
3. Answering the switchboard; taking & passing on messages, making appropriate referrals
4. To sign out keys and other equipment according to set procedures.
5. To carry out administrative tasks as delegated
6. To observe Guild Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to the Room Bookings and Reception Co-ordinator.
7. To attend work looking clean, smart and wearing the uniform provided.
8. To attend and complete compulsory training as required.
9. To carry out other duties which naturally fall within the reasonable expectations of the post.

10. You may be required to work within other Guild area's including Guild Advice Reception. Appropriate training will be given to you.

Person Specification

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:

- Strong customer service focus with an awareness of your impact on the customer experience
- Strong communication skills
- Strong ability with Microsoft Office – Word & Excel particularly
- Able to work in a team, but also on own initiative
- Flexible, committed and punctual
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year
- Able to stay calm and friendly under pressure in a busy environment
- Keen to contribute to the development of the Guild and Reception Service
- It is a genuine occupational requirement that 20% of the successful candidates should be available to work during vacation periods to cover the service