

**Responsible to:** Communications and Marketing Manager

**Summary of post:** To work as part of the Communications and Marketing team to provide an excellent standard of customer service, creating a warm, friendly environment that people wish to return to.

**Hours of work:**

Welcome Week Crew Members must be available to work during the following dates:

**Preparation for Welcome Week** - Week commencing 12<sup>th</sup> September 2022 (a minimum of one 4-hour shift – multiple shift opportunities available)

**Moving in weekend** – Friday 16<sup>th</sup>, Saturday 17<sup>th</sup> & Sunday 18<sup>th</sup> September 2022 – shift times are primarily between the hours of 8:30am & 8pm

**Welcome Week** – Week commencing 19<sup>th</sup> September 2022 (a minimum of one 4-hour shift – multiple shift opportunities available)

**GENERAL DUTIES:**

1. Packing Welcome Week 'welcome bags' prior to Welcome Week
2. Welcoming new and returning students to the Guild of Students and University of Birmingham
3. Signposting and offering directions to students and visitors
4. Providing information on activities and events to students and visitors
5. Promotion of Guild services and events, such as fairs
6. Assisting with general queries around campus, within the Guild and other sites
7. Show high standards of customer care at all times and providing a helpful and friendly service
8. To carry out a range of administrative tasks (i.e. photocopying, printing etc.)

9. 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 a senior assistant or core member of the marketing team
10. To attend work looking clean, smart and wearing the uniform provided
11. To attend and complete compulsory training as required
12. To carry out other duties which naturally fall within the reasonable expectations of the post

**Person Specification:**

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

- You must be reliable, motivated and flexible
- You must be willing to work doing manual handling & repetitive work;
- Excellent communication skills - with external and internal stakeholders and being confident to promote and inform about events
- Strong customer service focus with an awareness of your impact on the customer experience
- Willing to work outside whatever the weather, with a positive attitude
- Ability to work well in a team, but also on own initiative
- Flexible, committed, reliable and punctual
- Able to stay calm and friendly under pressure in a busy environment
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.

Enthusiastic individuals, who are passionate and/or knowledgeable about the Guild of Students and the services it offers