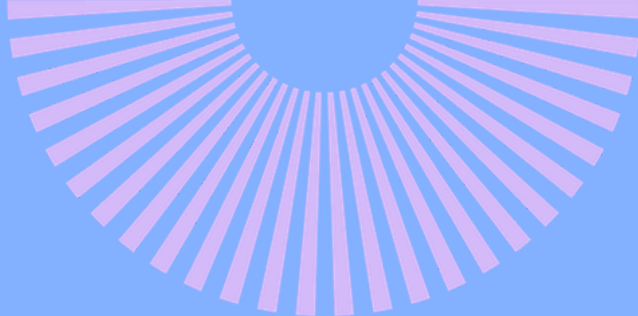


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Front Desk and Office Coordinator





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Welcome

Thank you for your interest in joining the team at Union.

As we move forward from our former identity as Union ARU, this new chapter represents a pivotal moment for our organisation. Rebranding as Union reflects our ambition to be a modern, values-driven organisation that is clear in purpose, confident in voice, and united in its commitment to students and staff.

Our people are at the heart of everything we do. As we continue to develop our services and presence across campus, we are looking for a Front Desk and Office Coordinator who will play a key role in ensuring a friendly, welcoming and informative central enquiry point for all. Where you will help to meet the needs of students as you will provide administrative support and assist the department in meeting their objectives. You will co-ordinate the front desk services and SU space on your campus to meet the needs of students, whilst creating an inviting and supportive work and social environment.

You will be the first point of contact for queries on the Chelmsford Campus, so a genuine commitment to outstanding customer service is essential. We believe every interaction - whether with a candidate, a new starter, or a long-standing employee - is an opportunity to make someone feel welcomed, valued, and cared for.

We are thrilled that you are considering joining us at such an exciting time. If you are passionate about supporting people, improving the student experience, and making a real difference across campus, we look forward to exploring how you could be part of Union's next chapter.

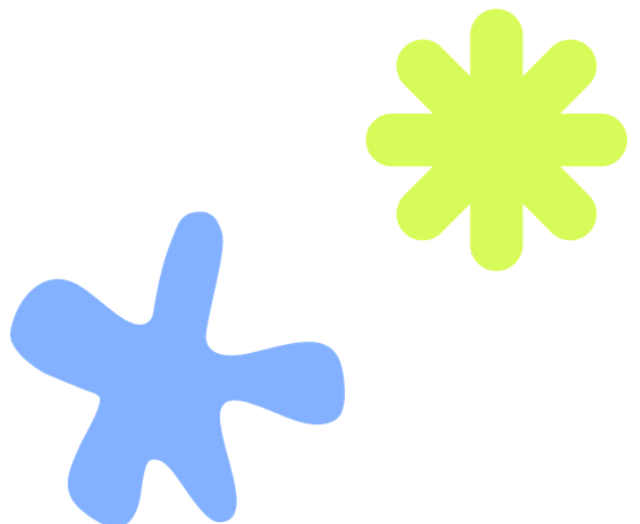
If you have any questions or would like to know more about the role, please don't hesitate to get in touch.



Roshan Lal
Union President



John Valerkou
Chief Executive Officer



Strategy

Mission: A student-powered union where every voice matters, every campus connects, and good vibes are part of the culture.

Model: Five Campuses, One Union

Pillars and Foundation:

- A) We will put students in charge
- B) We will extend students' rights and opportunities
- C) We will build and nurture communities
- D) Multisite organisation and functionality





Who We Are

This organisation is a registered charity and limited company supporting Anglia Ruskin University students across five distinct campuses, each offering unique opportunities and challenges for its 30,000 members. Led by annually elected sabbatical officers and a senior management team, it empowers a staff team of around sixty-five and fifty student staff to deliver representation, opportunities, and advice.

Directorates

We have three distinct directorates:

Student Leadership and Communities

Marketing, Enterprise and Insight

Central Services

Student Leadership and Communities

The Student Leadership and Communities Directorate leads on Union's core student-facing work, including Advice, Representation, Societies, internal Volunteering, Student-Led Projects, and Campus-Based Engagement.

Marketing, Enterprise and Insight

We deliver bold, insight-driven marketing, vibrant enterprise spaces, and data-led decision-making that together strengthen student connection, opportunity, and experience. By combining creative storytelling, welcoming commercial environments, and robust student insight, we ensure every service and campaign is purposeful, impactful, and truly shaped by our community.

Central Services

Our Central Services directorate underpins the Union with strong, people-centred HR support and robust financial and risk management, ensuring our organisation is stable, compliant, and ready to grow. By investing in our staff and safeguarding our resources, these functions create the foundations that allow every part of the Union to operate confidently, sustainably, and in the best interests of students.



THE OFFICER TEAM



Roshan Lal
Union President



Devanshi
Education Officer



Alfaz Shahulhameed
Welfare and Liberation Officer



Shreyas Vinod
Cambridge Campus Officer



Gokul Das
Chelmsford Campus Officer



Naimul Islam
London Campus Officer



Josephine Barnes
Peterborough Campus Officer



Millie Bridgeman
Writtle Campus Officer

Front Desk and Office Coordinator Job Description



Job Title: **Front Desk and Office Coordinator**

Department: **Student Leadership and Communities Directorate**

Reports to: **Campus Manager**

Responsible for: **Student Staff**

Pay: **£15,351.20 (Full time equivalent - £26,864.60)**

Hours of Work: **20 hours per week**

Type of contract: **Permanent**

Place of Work: **Chelmsford Campus**

Purpose of Role

Ensure a friendly, welcoming and informative central enquiry point for all our visitors. Co-ordinate the front desk services and SU space on your campus to meet the needs of students, creating an inviting and supportive work and social environment for all. Provide administrative support for the Chelmsford Campus Team as directed by the campus manager, and assist the department in meeting its objectives.

Key Responsibilities:

- Be a first point of contact for queries, creating a warm welcome for visitors and demonstrating a well-rounded knowledge of the Union and its services.
- Deliver excellent customer service to our student members including answering queries in person and via email from student societies, academic representatives and students in need of advice. Administration for front desk services including; appointment booking, till operations and signposting to other relevant departments.
- Liaise with university departments including cleaning, postage and maintenance teams ensuring services are maintained at all times.
- Support the Chelmsford Campus Team with administrative tasks including, but not limited to: room bookings, risk assessments, processing finance requests, office stock management and purchases.
- Assist with the maintenance of the student space, office and kitchen areas.
- Assist with the organisation of staff events including meetings and away days.
- Actively participate in delivering key campus events including Elections and Welcome Week.
- Promote an inclusive, supportive environment, encouraging student creativity and innovation.

Please note that due to the nature of the role this opportunity will be office-based, working from home will not be possible. You will occasionally be asked to work at other University sites during key dates of the year such as Welcome Week.

Front Desk and Office Coordinator Job Description

Union expects all staff to participate in any training program considered relevant to your job and encourages all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within Union departments. Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the organisation by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role.



Office and Front Desk Coordinator Person Specification

Criteria	Essential	Desirable	Identified
Education & Qualifications			
Minimum GCSE or Level 2 equivalent English and Maths	✓		E
Degree		✓	E
First Aid certificate		✓	E
Knowledge & Experience			
Experience of working in a customer-service related environment and the ability to recognise and deliver excellent service standards	✓		A
Knowledge and understanding of current issues affecting students, students' unions and the Higher Education sector	✓		A
Building relationships with a diverse range of personnel	✓		A/I
Knowledge and experience of safety management, including risk assessments		✓	A/I
Experience of working in a democratically led organisation		✓	A/I

E: Evidence, A: Application, I: Interview

Office and Front Desk Coordinator

Person Specification

Skills and Abilities			
Computer literacy and keyboard skills (Microsoft Office)	✓		A
Effective problem-solving skills	✓		A/I
Excellent communication skills both written and oral	✓		A/I
Time management and prioritising skills	✓		A/I
Support planning and delivery of events		✓	A/I
Personal Qualities			
Patience, enthusiasm, ability to motivate others	✓		I
Commitment to working in a democratic environment	✓		A/I
Flexible and adaptable approach to work and working hours	✓		A
Customer focused with the ability to work with a range of people	✓		I
Ability to display discretion, empathy, integrity and confidentiality	✓		A/I
Ability to work under own initiative	✓		A/I

E: Evidence, A: Application, I: Interview

Office and Front Desk Coordinator Person Specification

Other			
Understand of and commitment to the principles of equal opportunities	✓		A/I
A desire for self-development and willingness to engage in training opportunities	✓		I
Ability to travel independently to other locations when required	✓		A

E: Evidence, A: Application, I: Interview

How To Apply

Simply head over to **arunion.co.uk/jobs**, navigate to the role you'd like to apply for and complete the online application form. Unfortunately, we don't accept CV's, or applications that are sent by email, so ensure you complete the application form via the application portal. Any questions please send them to: **recruitment@arunion.co.uk**

The closing date for applications is 25 August at **23:00**. Panel interviews will be held during w/c 7 September.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role.

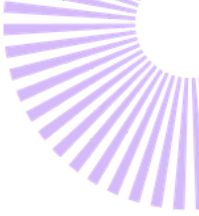
At Union ARU, we're committed to building a workforce that truly reflects the diversity of the community we serve. We welcome applications from people of all backgrounds, regardless of gender, age, nationality, ethnicity, sexuality, religion, or disability.

Every candidate is treated fairly, and all appointments are made based on merit. If you have any questions about any of our roles, please feel free to contact us at **recruitment@arunion.co.uk**

APPLY NOW



Staff Benefits



Staff Benefits
Financial Wellbeing
Equal contribution pension with 3x Salary Life Assurance
Medicash Health Cash plan
Free Tea & Coffee provision
Professional Development
Short training courses
Accredited Qualifications
Conferences
Mentoring and Coaching
LinkedIn Learning and ARU Courses
Perks
Cycle to Work Scheme
Tech Scheme
Summer and Winter Celebrations
Discounts on Hot Food in our Outlets

Hot drink loyalty cards in Cambridge, Chelmsford and Writtle
Milestone Birthday recognition
Allowances
Enhanced family leave: Maternity and Paternity or Co-Parental Leave
Enhanced statutory leave provisions
Leave and Time Off
25 - 30 days annual leave plus 8 bank holidays
Up to 7 closure days in addition to annual leave
Work Life Balance
Hybrid and flexible working
Health and Wellbeing
Employee Assistance Programme
Paid time off for medical appointments
Wellness hours
Gym discounts (through ARU)



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