

Job Description and Person Specification

Office and Front Desk Coordinator

About Union

Union represents approximately 35,000 students at Anglia Ruskin University (ARU) across campuses in Cambridge, Chelmsford, Peterborough, Writtle and London. In addition, we provide a range of services; academic and welfare advice, support to students running societies and volunteering opportunities in and around the campuses. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their 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

Job Title: Office and Welcome Desk Coordinator

Department: Chelmsford Campus Team

Reports to: Chelmsford Campus Manager

Responsible for: Student staff

Grade: 2

Hours of work: 20 hours per week

Place of work: Chelmsford campus

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

Purpose of the role:

Ensure a friendly, welcoming and informative central enquiry point for all our visitors. Co-ordinate the Welcome Desk services and Students' Union space on your campus to meet the needs of students, creating an inviting and supportive work and social environment. 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 event and activities.
- Administration for Welcome Desk services including; appointment booking, membership sales, till services 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, society support, risk assessment, office stock and purchases.
- Assist with the maintenance of the 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.

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.

Criteria	Essential	Desirable	How Identified
Education/Qualifications			
Minimum G.C.S.E. 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 if working in a democratically led organisation		✓	A/I
Skills & 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
Other			
Understanding 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			