UNIVERSITY OF LINCOLN STUDENTS' UNION
JOB DESCRIPTION

JOB TITLE: Team Member (Reception)	**DEPARTMENT:** Front of House, Central
LOCATION: Students' Union	**REPORTS TO:** Receptionist

SALARY: As of 1st April 2020
    Aged 25+: £8.72 per hour plus holiday
    Aged 21-24: £8.20 per hour plus holiday
    Aged 18-20: £6.50 per hour plus holiday
    Zero hour, fixed term contract
	ADVERT DATE: March 2020

Context	The Students' Union is an independent body affiliated to the National Union of Students and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and the local community. The Students' Union aims to provide a representational service, create a range of activities from sport to volunteering and inspire students to fully participate in the university experience.
Job Purpose	This is a front of house post which is fundamental to the day to day operation of the Students' Union and includes large amounts of customer service and cash handling. Therefore we are looking for people who are: • **Passionate** about delivering exceptional customer service • **Accurate** in handling personal data and money. • **Committed** to treating people in a fair and consistent way. • **Motivated** to work in partnership with others to achieve individual and team objectives. • **Adaptable** and **flexible** to support operational demand.

KEY RESPONSIBILITIES

Key Responsibility 1
Deliver Excellent Customer Service at All Times Provide a highly effective and efficient reception service for the Students' Union in person, via email and telephone, building a friendly and trustworthy relationship with our members. Welcome customers, deal with general enquiries and direct visitors to appropriate Students' Union or University services. Ensure that the Students' Union meeting room diaries are kept up to date and support staff with bookings. Deal with incoming and outgoing post and deliveries, distributing to the correct department. Ensure Reception and all customer facing areas are kept tidy and promotional material is up to date.

Key Responsibility 2

Cashier Duties
Responsible for receiving and recording cash and credit card income in accordance with financial regulations and audit requirements..

Key Responsibility 3

Box Office
Sell event tickets to members, guests and general members of the public using both manual and computerised systems.

Ensure a responsive and accurate service is offered to the public with the aim of maximising sales potential.

Maintain good product knowledge of all live entertainment and comedy shows taking place in the venues.

Key Responsibility 4

Promotion

Follow briefings from the HR Manager to actively promote campaigns, events and surveys for all departments of the SU.

Key Responsibility 5

Other Responsibilities
Provide administrative support for the Students' Union team as required and agreed with their Line Manager.

Attend all student staff meetings to ensure all communication is received.

Be involved and contribute to monthly Team Meetings.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of The Role	Work in a manner that reflects the values of the organisation as shown in the Union's constitution and strategic plan, and in line with Union policies and procedures. Promote a positive image of the University of Lincoln Students' Union at all times. Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary. Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection legislation. Engage in appropriate training programmes as identified by your line manager. Participate in the staff performance and development review scheme. Actively follow and promote Union policies. Some attendance at meetings outside normal office hours may be required.

	Maintain confidentiality in respect of all areas of the job responsibilities, and be aware of current policy in relation to the Data Protection legislation. To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team or Line Manager.

Key Working Relationships	Receptionist HR Manager Students' Union Senior Management Team Students' Union Staff Sabbatical Officers Students
External Contacts	General Public University Staff

Author	C Cannon	Date Published	March 2020

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PERSON SPECIFICATION

Job Title: Team Members (Reception)

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
Qualifications: Working towards a degree or higher at the University of Lincoln.	E	A
Customer Service Qualification or similar	D	A
Experience: Recent use of Microsoft Office or similar package required	E	A/I
Previous experience of a customer service role: ideally gained in a front facing office, retail or other service environment	E	A/I
Previous cash handling experience	E	A/I
Skills and Knowledge: The ability to learn and remember new processes and procedures quickly.	E	A/I
Knowledge of the Student's Unions key beliefs	E	A/I
Knowledge of the Students' Unions services	E	A/I
Competencies & Personal Attributes: Good organisational skills, juggling multiple tasks and work to tight time pressure.	E	A/I
The ability to communicate clearly, accurately and effectively to a diverse range of people at all levels both individually and in groups both verbally and in writing.	E	A/I
Able to work as part of a team as well as under own initiative	E	A/I
The ability to adapt and respond appropriately to the situation/person you are dealing with	E	A/I
Ability to deal with conflicting demands	E	A/I
Business Requirements: A flexible approach to work	E	A/I
University of Lincoln Student during the academic year of 2019/20.	E	A
Able to communicate by Mandarin or any other foreign language.	D	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.