# **Receptionist & Administrator** (Business Services)
## Role Profile

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

### Main Purpose of Role:

1) Act as an initial point of contact for enquiries, bookings and services, providing a high level of customer service
2) Provide administrative support across a range of activities, projects and departments which enable the smooth running of our operations
3) Coordinate and liaise with staff across the Union and external agencies, supporting collaboration between departments

**Responsible to:** Business Services Officer

**Responsible for:** N/A

**Band:** B

### Main Duties of the Role

**Act as an initial point of contact for enquiries, bookings and services, providing a high level of customer service**

- Provide a high quality, friendly service to visitors and staff, ensuring end-to-end query resolution, or signposting.
- Maintain a tidy and welcoming reception area which meets and anticipates the needs of customers.
- Develop and maintain knowledge of University, SUSU and relevant external services, in order to provide information and signposting.
- Administer bookings for our services, liaising directly with internal departments to ensure information is efficiently recorded and communicated.
- Facilitate the bookings process, ensuring all bookings adhere to SUSU policy and procedure.
- Monitor and respond to enquiries within central email inboxes, redirecting enquiries where appropriate.

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**Provide administrative support across a range of activities, projects and departments which enable the smooth running of our operations**

- Provide proactive administration, ensuring the smooth operation of the team.
- Provide administration for union-wide services, including; issuing equipment, dealing with support requests and ordering stationery.
- Acting as a point of contact for Sports clubs and fixtures, monitoring information and scheduling activity in liaison with the Activities Team.
- Update and maintain records and files, including electronic systems.
- Provide regular and ad hoc administrative support to departments within the Union as required.
- Accurately record and monitor data and produce statistical information as required.

**Coordinate and liaise with staff across the Union and external agencies, supporting collaboration between departments**

- Collaborate with SUSU staff members to ensure that all relevant staff have knowledge of relevant issues.
- Act as a central point of contact for staff and external agencies, providing administrative and logistical support when required.
- Deal with incoming mail and reply directly to correspondence of a routine and standard nature, redirecting to other staff as appropriate.
- Administer expenses, invoices and other related paperwork, adhering to the Union's financial and other procedures.

**Contribute to the overall effectiveness of the Union by**

- Participating in and driving personal learning and development
- Developing and maintaining relationships with key stakeholders
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the Departmental Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community
- Working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

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## Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

| KEY/QUALIFICATIONS/EXPERIENCE REQUIRED | ESSENTIAL | DESIRABLE |
|---|---|---|
| Experience of working successfully in an office environment, ideally with reception or administration experience | X | |
| GCSE Maths and English at Grade C or above, or equivalent | X | |
| Good communication and interpersonal skills: to be reflected in written work, formal and informal exchanges with students and colleagues in the University and Union | X | |
| Excellent accuracy and attention to detail in record-keeping | X | |
| Confidence in a range of IT skills; mainly focussed around MS Office and the use of electronic information systems, but including confidence with database management and ability to update information online. | X | |
| Able to plan and organise meetings effectively | X | |
| Organisational and planning skills to manage own time and to meet deadlines and objectives | X | |
| Ability and interest to research new ideas | | X |
| Ability to use initiative to work without supervision, escalating when necessary | | X |
| Commitment to and knowledge of equal opportunities – including inclusivity and access issues | X | |
| An interest in working in a student-led organisation with students and staff | | X |
| Commitment to the values and purpose of a Students' Union, including the ability to work in and promote a student led environment | | X |
| Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety | X | |
| Able to work flexible hours, including occasional evenings and weekends and to visit other campuses as necessary. | X | |

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### Our Values and Competencies

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:

**Student Led** **Brave**
**Empowering** **Respected**

We have defined how each of us live out our values through our Competency Framework, which specifies the behaviours which all of our people demonstrate in their roles in the Union. As well as being able to demonstrate the experience, knowledge and attributes required for the role, our people are required to demonstrate behaviours that contribute to the areas identified in the Framework Model below: