



JOB DESCRIPTION

Job title	Welcome Assistant
Salary range	£12.21 per hour
Department	Opportunities
Working pattern (hours/weeks etc)	Zero Hour Contract. Shift Patterns: Generally, 4 hour shifts to cover 8am-8pm Mon-Fri and 10am – 6pm weekends, Closed Bank holidays and NTU Closure Days. Out of term times operate at reduced hours.
Responsible to	Opportunities Manager
Supervisory responsibility	None
Job purpose	Welcoming and being the first point of contact for all members and visitors to the Students' Union, ensuring they are helped with whatever they need. You will also be responsible for dealing with initial enquires about all levels of the student's union and directing members/the public to the right place if the enquiry cannot be dealt with. There will be an expectation to support staff when required.

Main duties and responsibilities

1	To welcome students and visitors to NTSU and lead them to relevant services
2	To answer questions relating to NTSU and NTU Sport
3	To ensure the welcome area & community spaces are kept clean and tidy
4	To manage face-to-face, telephone, and email enquiries in an efficient and professional manner. To answer and direct incoming calls accordingly, gaining the necessary information to move the call along
5	To assist with room and venue bookings, provide a meet & greet service to all visitors using NTSU facilities.
6	To remain knowledgeable and seek out information on all current activity taken place within NTSU spaces alongside key events at NTU,

7	To provide information and guided tours to actively promote NTSU at open days and fairs
8	To take responsibility for all deliveries into the buildings and ensure they are directed to the appropriate department/area in a timely manner or stored correctly
9	Maintain an understanding of each department and deal with basic enquiries. Ensuring those who need further support can be referred to other teams and dealt with in a timely manner.
10	To assist with key events taking place at NTSU including but not limited to enrolment weekend, freshers' fairs, varsity events, and external client activations taking place on site
11	To accurately log & maintain lost property in line with NTSU Policy.
13	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.

Secondary and other duties

1	To assist with administrative duties from all NTSU departments when required
2	To provide relevant information to NTSU and NTU Sport staff
3	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Welcome Assistant
Department	Opportunities
Responsible to	Opportunities Manager

Criteria	Essential	Desirable
Experience	A current NTU student (or incoming NTU Student)	Actively involved in Nottingham Trent Students' Union and is familiar with our spaces.
		Experience dealing with a wide range basic customer service/support enquires efficiently and effectively.
	Experience of working and communicating confidently with a diverse range of people and groups	
	Proven experience of effective team working	
Skills	Ability to demonstrate initiative	Ability to deal with challenging situations efficiently.
	Strong communication skills	
	Ability to manage time effectively	
	Ability to remain patient, professional and friendly at all times	
Knowledge	An understanding of the services offered by Students' Unions	An understanding services offered by NTU and NTU Sports