



JOB DESCRIPTION

JOB TITLE: Receptionist/Administration Assistant

RESPONSIBLE TO: Student Services Manager

MAIN PURPOSE OF JOB

To undertake duties associated with a busy administration office.

MAIN DUTIES

General Reception

To provide a professional, friendly and efficient reception service to the various client groups by:

- Greeting visitors to the Union office
- Handling enquiries
- Assisting with switchboard duties

Print Service Duties

To provide photocopying service by:

- Photocopying from art work, to collate and fold where necessary
- Monitoring printing material stock levels and ordering supplies as necessary following laid out procedure
- Maintaining up to date records of all photocopying work carried out.
- Ensuring machines and equipment are kept in good working order by reporting faults immediately and where necessary calling out an engineer.

Client Group Administrative Tasks

To assist with maintenance and operation of various administrative systems for our client groups by:

- Processing bookings for rooms and equipment
- Checking meeting room equipment on set up
- Dealing with enquiries for transport provision
- Preparing mail-outs and information packs
- Some purchase ordering

Departmental Administrative Tasks

To assist with various departmental administrative duties by:

- Operating an established petty cash system
- Sorting and distributing post
- Filing
- Inputting onto databases
- Operating the main switch board
- Dealing with lost property

Health and Safety

To assist the health and safety representative for the general administrative/executive office and other relevant areas by:

- Carrying out regular work place checks
- Maintaining relevant health and safety records
- Check the Office and Kitchen first aid box
- Ordering first aid supplies from Health and Safety Officer

Car Park

To facilitate the smooth operation of the Union's car parking policy by:

- Monitoring the pay and display machine for maintenance purposes
- Collecting takings from the pay and display machine
- Reconciling takings collected
- Maintaining financial records

Occasional Duties

Other clerical tasks as may be required in line with the general nature of this post.

HOURS OF WORK: 35hrs/wk term-time only on a shift-pattern basis, within the hours of Monday to Saturday, 8.30am – 6pm.

SALARY: £15,292 pa pro-rata.

FLEXIBILITY

Due to the diverse nature of the post, a flexible and co-operative manner is essential. The **Students' Union is a rapidly changing** organisation and all staff are required to be willing to take on new tasks and challenges which are within their capabilities as the needs of the organisation call for them.

GENERAL

It is particularly important that the postholder should pay attention to serving customers in a friendly and courteous manner. A courteous and professional attitude should be maintained even when customers are less than ideally polite themselves.

BENEFITS

Benefits include contributory pension scheme, enhanced statutory holidays, staff discounts and access to University facilities.

APPROACH

The Students' Union is a rapidly changing organisation and all staff are encouraged to contribute to their department's development plans and to the Union's Strategic Plan.

Staff are required to welcome taking on new tasks and challenges which are within their capabilities as the needs of the organisation calls for them. Staff must promote and support the role of student officers and volunteers and give priority to working in partnership and **developing students' skills and opportunities.**

STANDARDS

Loughborough Students' Union aspires to the highest standards of service and friendliness from our staff. The busy and diverse work of the Union requires the post holder to be highly adaptable, flexible and able to work under pressure, whilst maintaining a high standard of professionalism especially in relation to work practices, confidentiality and integrity. We also expect staff to maintain at all times a friendly and cheerful approach to colleagues and clients. The Union is committed to providing staff with excellent training and personal development opportunities, and has made the public commitment to continue working towards the Investors in People standards.

EQUAL OPPORTUNITIES

The Union genuinely strives to be an equal opportunities employer; the only basis on which the appointment will be made will be ability to do the job. We will not be prejudiced by such considerations as gender, sexual orientation, age, ethnic origin, disability nor any other factor that has no bearing on a candidate's ability to fulfil the functions of the post.

This policy extends to the execution of the Union's services. We make considerable efforts to ensure that all our members can fully enjoy the facilities and services of the Union.

ETHICAL AND ENVIRONMENTAL CONSIDERATIONS

Loughborough Students' Union been recognised as one of the UK Greenest Students' Unions and by the Sunday Times as the UK's Greenest small organisation. We encourage all staff to work in ways that reduce our negative environmental impact and to our highly ethical standards. We are always keen for staff to contribute to our achieving these aims.

LOUGHBOROUGH STUDENTS' UNION INVESTS IN ITS PEOPLE

Loughborough Students' Union believes that its most valuable resource is the people who work within it. The Union is committed to the development of all its employees and actively encourages people to grow and develop within their jobs. We achieved recognition as an 'Investor in People' in February 1997 and we are constantly working to maintain the national standards of training and development in this initiative.



INVESTOR IN PEOPLE

Union Building, Ashby Road, Loughborough LE11 3TT

T 01509 635000 F 01509 635003 www.lufbra.net

Loughborough Students Union serves Loughborough University, Loughborough College and the RNIB Vocational College