



## JOB DESCRIPTION

Job title	Welcome Assistant
Salary range	£12.71 per hour
Department	Membership Services – Primarily Opportunities & Information & Advice Service
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	The Welcome Assistant is the first point of contact for all students and visitors entering the Students' Union. Your role is to ensure everyone receives a warm welcome and the help they need. You will handle initial enquiries about any area of the Students' Union, including supporting the Information and Advice Service by triaging student questions. This involves helping students get the correct information or support, either by supporting the in house team or signposting them to the most appropriate service.

### 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 deliver our Student Led Triage system that supports the Information & Advice Service by monitoring and responding to students seeking help and advice.
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 act as the initial point of contact to triage student enquiries; providing key signposting information as well as keeping accurate records on confidential case management system.
6	To ensure the welcome area & community spaces are kept clean and tidy.
7	To assist with room and venue bookings, provide a meet & greet service to all visitors using NTSU facilities.
8	To remain knowledgeable and seek out information on all current activity taken place within NTSU spaces alongside key events at NTU, by regularly liaising with current NTSU teams and services for accurate information and support, alongside understanding key events at NTU
9	To provide information and guided tours to actively promote NTSU at open days and fairs
10	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
11	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.
12	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
13	To accurately log & maintain lost property in line with NTSU Policy.
14	To complete all mandatory and developmental training related to the role.
15	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 must be able to work in accordance to NTSU policies and procedures and respect confidentiality of students accessing advice services.
- 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

<b>Job title</b>	Welcome Assistant
<b>Department</b>	Membership - Opportunities
<b>Responsible to</b>	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 of working and communicating confidently with a diverse range of people and groups	Experience dealing with a wide range basic customer service/support enquires efficiently and effectively
	Proven experience of effective team working	Familiarity with sustainable office practices
Skills	Ability to demonstrate initiative and proactively seeking solutions to simple issues	Ability to deal with challenging situations efficiently
	Strong communication skills	
	Ability to manage time effectively	
	Ability to demonstrate and maintain a calm and professional demeanour whilst providing non-judgemental support in sensitive situations	
Knowledge	An understanding of the services offered by NTSU	An understanding services offered by NTU and NTU Sports
		Understands what can be recycled on campus, and how to recycle it properly