

Front of House Assistant Job Description

Zone	Central Zone
Reports to	Finance and Legal Manager/Finance team as appropriate
Hours	Flexible - normally between 6 – 8 hours per week

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Central Zone is responsible for the central services of the Union such as finance, communications and human resources, services used by all of the Union's zones, staff, society and club signatories and the wider membership.

We're looking for efficient and professional part-time Front of House Assistants to join our student staff team. This role is a great opportunity to undertake a broad and varied range of tasks to support the work of the Union, including providing a service to customers at reception, answering emails and phone enquiries, assisting with Union administration and directing students and members of the public to the relevant Zone or member of staff. We are looking for students who are strong communicators, verbally and in writing, professional and efficient, and confident to be the first point of contact for anyone who needs the Students' Union's services.

Key Responsibilities

- To provide professional and friendly customer service at the Students' Union Reception area, responding quickly and efficiently to enquiries.
- To keep the Union's email system (which is managed on the One Surrey platform) up to date, responding to tickets and directing enquiries to the relevant member of staff.
- To communicate with members of the Union's permanent staff team regarding enquiries, ensuring that issues are followed up when referred to the permanent staff team.
- Work closely with the Union's Finance Team, providing administrative support where required and communicating with students who are enquiring about financial administration.
- To handle confidential or sensitive information with professionalism, including any student who approaches Reception in need of the assistance of the Union's confidential Student Advice team.
- To provide a warm welcome to all visitors to the Students' Union.

• Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Experience				
Experience of working in a busy member or customer focused organisation	X		X	X
Experience of general office administration	X		X	X
Experience of financial administrative tasks		X		X
Experience of handling customers with complaints or concerns about their experience at the University or Students' Union		X		X
Experience in email based ticketed enquiry systems		X		X
Knowledge				
Knowledge of the representative purpose and activity of the Students' Union		X	X	
Skills				
Excellent administration and organisation abilities with strong attention to detail	X		X	X
Competent IT skills – Microsoft Office, e-mail	X			X
Able to use initiative to solve problems	X		X	
Excellent written, interpersonal, and verbal communication skills	X		X	X
Values, attitudes and personal style				
Confident, professional and friendly style of communication with people from all backgrounds	X		X	
Flexibility and an adaptable approach to work	X		X	
Enthusiastic about the work of the Students' Union	X			X
Highly organised and self-motivated individual	X			X