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**RECEPTIONIST**

**Accountable to: Office Manager**

**Responsible for: Student Centre Main Reception**

**Hours: 37 hours per week**

**Location: LSESU, Central London**

**JOB PURPOSE**

* To run the Students’ Union head office reception area and provide information and signposting to students
* To provide administrative support on a range of Union activity as directed by the Office Manager
* To support student staff on reception

**KEY RESPONSIBILITIES**

Reception and Administration

* Maintain a professional and courteous service at the reception, ensuring all information is relevant and up-to-date.
* Screening and transferring calls
* Reply to all office enquiries through the main desk via email, phone, online website tools, written and face-to-face.
* Maintain systems of working to ensure effective monitoring of front desk services to enable further development of Students’ Union activities.
* Undertake administration duties as required such as photocopying, ordering and filing
* Retrieve messages from the answer machine and distribute as appropriate
* Responsible for the upkeep of the reception area ensuring it is presentable at all times
* Processing NUS cards
* Assist with the setting up and administration of meeting rooms
* Book couriers and taxis
* Sort post and deliveries in
* Order stationery and other supplies as directed
* Liaise with Estates and Facilities teams as needed
* To monitor levels of cash stored in the reception drop safe and inform the Office Manager
* Responsible for cashing up the reception till each day and keeping an accurate record of till reads and activity.
* To provide the highest level of customer service at all times
* To provide 3rd floor reception cover at SAW during non-term time, which will include the running the su.info account, Oyster cards, recruitment admin and ad-hoc tasks.

**GENERAL DUTIES**

In addition, all staff have the following general duties laid out in their job descriptions:

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers and welcome festivals and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff
* Any other tasks that would be deemed suitable within this role as directed by line manager