



SU Front of House Assistant (8-15 hours per week for 32 weeks, term time)

Job Description

The University of Suffolk Students' Union represents and supports 5,000 students studying at our Ipswich campus and an additional 8,000 who study across the UK and overseas. We provide representation, advice, events, training, sports and student groups for these members. We also operate a social space and shop on the Ipswich campus. The SU, a charity and membership organisation is led by our elected Student Presidents who report to our Student Council. We are overseen by a Board of Trustees.

In September 2019 we opened ShopSU and the SU social space on the groundfloor of the Library Building on the Ipswich campus. We are recruiting for SU Front of House Assistants, who are essential to the success of ShopSU, the social social space and SU reception area. You must be a current student at the University of Suffolk to apply for these positions. As well as hours that fit around your course timetable, the role is varied, and student facing and will receive significant training and support.

Location: University of Suffolk (Ipswich campus)

Salary: £8.91 per hour

Responsible to: Front of House Co-ordinator

Key Responsibilities

- Provide a great front of house experience to students visiting the SU Space – offer a reception service for SU functions and support the operation of the retail unit. Reception duties include, but are not limited to, answering calls from the main SU switchboard, vetting the main SU email inbox and replying to or allocating incoming queries to the relevant member of staff where appropriate.
- Take responsibility for opening and closing ShopSU and working with the University's security to monitor use of the space.
- Support students to use a self-service till system, including coffee vending. Troubleshoot where required and report any issues that arise.
- Run regular till reports throughout the shift and report any inconsistencies or issues.
- Ensure regular restocking throughout the whole shift and stock-taking as required
- Undergo training on, and ensure that Health and Safety and GDPR procedures are followed
- Regular housekeeping, including cleaning and maintaining equipment throughout the shift. Thorough deep clean of coffee vending facilities during and at the end of each shift.
- Support the Student Opportunities Coordinator by operating a booking in and out system to distribute sports team kit ahead of sporting fixtures
- Offer new ideas/initiatives for the development of SU Front of House, including the retail unit. Collate and share student feedback relating to ShopSU, the social space and wider SU functions with other members of the SU team to ensure a student led environment.
- Undertake other duties, commensurate with the level of the role in order to meet the needs of the Students Union. Including, but not limited to, the setup of events, advertisement of events and related administrative duties according to the particular event.

General duties of all staff

- Contribute to planning and review processes across the Union as required.
- Act as an ambassador for the SU at all times, maintaining relationships with the University and seeking to develop new partnerships which will enhance the student experience.
- Act in accordance with the Union's governance and policies at all times.
- As required contribute to SU activity across the team.
- Undertake training and development related to the role.
- Undertake this role in accordance with the SU requirements for confidentiality and personal integrity.
- To be flexible and adaptable in a changing environment in order to meet the needs of the service, team's objectives and or wider Students' Union.

Hours and Other information

This post is for 8 to 15 hours per week and working hours will relate to the opening times of ShopSU (Usually but not always 8.30-5). We set termly rotas and give as much notice as possible of any changes. There will be a requirement to spend some time in the SU offices, attending team meetings and training. These hours will be agreed with you directly and paid at your hourly rate.

This job description outlines the major duties associated with the post. It is not intended to be exhaustive, and it should not be assumed that other duties of a similar level/nature appropriate to the level of the role are excluded. The duties of the post may alter due to changes in legislation or policy. Where such changes occur, training may be given to enable the post-holder to undertake the new or varied work.

Person Specification

	Criteria	Essential/ Desirable	Measured by (A=Application, I = Interview)
Knowledge/ Experience	Experience of Customer Service roles	D	A/I
	Knowledge of the role of the Students' Union and the work that it undertakes at the University of Suffolk	D	A
	Current Student at the University of Suffolk	E	A
Skills	Excellent communication skills in person and in writing	E	A/I
	Excellent administrative / ICT skills	E	A
	Excellent interpersonal skills and the ability to deal effectively with a wide range of people	E	I
	Self-motivated and able to work independently as well as maintaining a role as part of a team	E	A
Attitudes/ Behaviours	Enthusiasm for improving the Student Experience	E	A/I
	Creative and innovative in approach	E	A/I
	Enthusiastic, energetic and approachable	E	A/I
	Able to meet deadlines	E	A/I
	Commitment to the principles of equal opportunities	E	A/I
	Commitment to working for a democratic and student led organisation	E	A/I
	Ensures professional approach at all times	E	I

Closing date, interviews and questions

Closing Date: 19th August

Interview Date: 23rd August – online or face to face options available

Start Date: w/c 20th September with training w/c 13th September

How to Apply:

Please complete the [application form](#) and the separate [Equal Opportunities Monitoring Form](#)

If you have any questions please contact Jessie at j.backhouse@uos.ac.uk