RECEPTIONIST

JOB PACK

Summer 2022
Dear Candidate,

We are delighted that you are interested in joining the team at Cambridge SU.

The Cambridge SU is looking to hire a team of receptionists. Join our friendly team if you enjoy a vibrant student environment and are passionate about providing a high level of customer service. We are offering flexible, part time working hours in our offices located in the centre of Cambridge.

Why join us? Cambridge SU is committed to creating an organisation in which all members and employees are respected; we value creativity, diversity, accessibility, and a friendly community-building attitude and are now on the lookout for people to join our organisation.

We recommend spending some time browsing our website to find out more about the Cambridge SU.

If you are interested in working in a driven, change-making, student-led organisation, then we would love to hear from you.

The Cambridge SU particularly encourages candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy.

Best wishes,

Cambridge SU
Cambridge SU is the representative body for all 25,500 students at the University of Cambridge and its constituent colleges; we’re a registered charity within the University community that exists to represent, campaign for, and support students at the University.

Cambridge SU is a new SU, replacing the two former students’ unions (CUSU & the Graduate Union); Cambridge SU has formally existed since July 1st 2020, when CUSU and the Graduate Union ceased to exist. We foresee Cambridge SU as a ground-breaking organisation that leads the way in representation for all students, both undergraduates and postgraduates.

In addition to this, we will continue to champion and elevate the voices of those with protected characteristics who are not always heard across the University. No matter a student’s level of study, background or the marginalisation they may experience, Cambridge SU is a union that fights for all students.

The Trustee Board is the body which is ultimately responsible in law for Cambridge SU’s legal and financial operations, and the advancement of our charitable objectives.

At Cambridge, the official accreditor of student societies is the University. However, at the SU we run the main societies directory and the annual Freshers Fair. We are currently working alongside the University to develop a partnership approach towards societies provision.

To read more about the history of the two students’ unions, please see: www.cambridgesu.co.uk/yourunion/affiliationsandhistory
The University of Cambridge is one of the world’s oldest and most celebrated universities. It is widely acknowledged as a global leader in the Higher Education sphere, and consistently ranks highly among the best universities in the world for teaching, research and student outcomes.

It is a collegiate institution: there are 31 independent colleges, each of which share with the central University the responsibility of each student’s educational experience. The mix of College and University as key agents in a student’s experience is part of what makes the University model so successful.

Whilst the Union feels student representatives could be better supported, our representatives are mostly considered equals and their views are taken seriously in University governance. The Union has incredible access to decision-making across the collegiate community, representing members interests on most major committees. The University has adopted many agendas promoted by the Union in recent years, from changing assessment methods to increasing flexibility for students, to committing to address sensitive cultural challenges at the institution such as sexual harassment and unconscious bias.

Key challenges for the University centre on widening participation efforts to increase participation from students from less traditional backgrounds, and in navigating the current funding challenges facing the Higher Education sector. For students, many wish to see a more progressive approach applied to the student experience by modernising the best of what Cambridge already offers.
JOB DESCRIPTION

Job title: Receptionist

Reports to: Administration Coordinator and Employee Experience and Administration Manager

Place of work: Cambridge SU, 3rd Floor, University Centre, Granta Pl, Mill Lane, CB2 1RU
*working from home may be required from time to time*

Responsible for: Providing reception cover, shop, services and administrative support

Contract: Zero-hour contract / Monday - Friday

Salary: £10.00 / hour

Note to candidates: this JD may change before or upon appointment.

JOB PURPOSE

The Receptionists’ main duty is to provide cover for the reception to enable the smooth and efficient running of the student services day to day. This includes running of the reception desk, shop and services, assisting students, and conducting administrative duties for all teams across Cambridge SU.

The Receptionists are usually the first point of contact at the Union and should therefore display a positive, approachable, inviting, professional and friendly front of house for students and visitors to the Union.

KEY RELATIONSHIPS

• Employee Experience and Administration Team
• All Cambridge SU Teams
• University Facilities and Estates Management
OVERVIEW OF RESPONSIBILITIES

- The day to day running of the reception desk, shop and services, including during busy periods, lunch breaks or holidays and periods of leave.
- Greeting visitors warmly and offering them help immediately.
- Taking and directing calls.
- Responding to enquiries by phone, email.
- Providing information and signposting students to other University service providers.
- Completing administrative tasks like filing and delivering and accepting mail.
- Taking minutes of meetings.
- Cleaning, organising, and maintaining the reception area.
- Keeping basic office supplies like pens stocked and accessible.
- Ordering supplies for the rest of the office.
- Setting up meeting and event facilities.
- Answering questions about products or services offered.
- Scheduling appointments and meeting times.
- Representing the Cambridge SU with a positive attitude and professional manner.
- Providing administrative support to all Cambridge SU teams as and when required.

GENERAL DUTIES

- Attending meetings, training events and conferences where necessary.
- Portraying Cambridge SU in a positive, proactive and professional manner.
- To be involved with Union-wide events, such as elections and the Freshers’ Fair.
The following criteria are required to successfully fulfil the position of Activities Coordinator (Events).

NB. E = Essential to the role. D = Desirable for the role.

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<tr>
<th>Education Qualifications &amp; Training</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Completion of Further Education qualifications or equivalent/ Proven literacy and numeracy skills</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
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<td>Good working knowledge of MS Office Suite Software.</td>
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<td>Knowledge or understanding of the Students’ Union OR member driven organisation environment and structure.</td>
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<th>Experience</th>
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<td>Previous involvement within a democratic/membership organisation.</td>
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<td>Customer service experience.</td>
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<td>Working in a reception or front of house environment.</td>
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<td>Experience of communicating with a diverse range of people.</td>
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<td>Minute taking at meetings.</td>
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## Skills & Abilities

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<td>Ability to communicate effectively; strong level of oral and written communication skills.</td>
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<td>Excellent interpersonal skills.</td>
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<td>Ability to manage work time effectively and to prioritise appropriately, managing multiple project briefs.</td>
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<td>Able to learn new skills and software packages quickly.</td>
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<td>Excellent organisational skills with the ability to respond to queries in a timely and professional manner.</td>
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<tr>
<td>Administration skills e.g. typing, minute taking, filing.</td>
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## Additional Attributes Required

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<th>Attribute</th>
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<th>Desirable</th>
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<td>A flexible and adaptable approach to work.</td>
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<td>Available to work evenings and weekends when required.</td>
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<td>Motivation - ability to work on your own as well as in a team.</td>
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<td>A proactive approach to improving the service provided - “can do” attitude.</td>
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Key Dates

Application deadline: Sunday 19th June 2022
Interview date: Wednesday 22nd June 2022

Applicants should notify us in advance if they foresee any dates being problematic.

Apply!

To apply, please submit a CV electronically to vacancies@cambridgesu.co.uk

Upon receiving your application, we will request that you complete an equalities monitoring form.

If you would like an informal conversation about the role, please email vacancies@cambridgesu.co.uk with your contact details, including a selection of times of when you may be available.

An Inclusive Process

Cambridge SU is committed to creating an organisation in which all members and employees are respected, discrimination is not tolerated and diversity is encouraged. All members and employees will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.

We welcome candidates from diverse backgrounds. We particularly welcome applications from those from Black, Asian and ethnic minority backgrounds, as they are under-represented within Cambridge SU.

Please email us at vacancies@cambridgesu.co.uk to discuss/request any reasonable adjustments you may require during the recruitment process, including accessible formats and alternative forms of application. We are also happy to discuss any reasonable adjustments you may require were you to be offered the role.

APPLICATION INFORMATION

Generous holiday package
A day off for your birthday
A day off for moving house
Cycle purchase scheme
Pension contributions
Generous holiday package
Access to training & development opportunities
WHO ARE CAMBRIDGE STUDENTS?

24,629 STUDENTS

- 12,680 UNDER GRAD
- 11,026 POST GRAD
- 9,313 CONTINUING EDUCATION

- 30% of students volunteer
- 88% of students engage in society activity
- 46 average hours spent per week on studies

INTERNATIONAL STUDENTS
140+ COUNTRIES REPRESENTED
Freshers’ Fair is the Cambridge SU’s flagship engagement event, where Cambridge students are invited to meet over 300 sports clubs and societies, as well as over 50 local and national businesses and organisations.

The fair has a festival layout and is situated on Parker’s Piece in the centre of Cambridge. We partner with a large range of suppliers and stakeholders to deliver this event to over 15,000 students who attend across two days.
WE LOOK FORWARD TO HEARING FROM YOU!