

Part Time Information Point Assistant

Fixed Contract:	Subject to a satisfactory 3-month probationary period, ending Friday 29th May 2020.
Work pattern:	Weekly hours vary between 7 / 10 hours per week. Monday to Friday, term time and non-term time (weekly hours may increase for example over the Fresher's period, University Open Days or to cover staff illness)
Salary:	National minimum wage / national living wage per hour, plus holiday pay
Location:	Kedleston Road

The Union provide services and support to our members, the students at the University of Derby, which enable them to develop their skills for future careers, provide a source of fun and enjoyment, and offer opportunities to meet new people. You will gain enormous job satisfaction by interacting in a positive way with our members giving them a sense of belonging. The role of Information Point Assistant is different every day, sound knowledge of the Union and Derby University would be beneficial. By working effectively in a team of current students sharing responsibilities and key tasks, increases the Unions performance and benefits you as an employee by enhancing skills you already have.

If you are approachable, patient and can effectively demonstrate you have experience in a diverse customer service environment then we want to hear from you.

To download the full recruitment pack including the job description and person specification please refer to our website

the link is: <http://www.derbyunion.co.uk/jobs>

The deadline to receive applications is **10.30am on Monday 20th January 2020**

We will advise all applicants whether they have been selected for an interview no later than 9.00 am Tuesday 21st January 2020.

Interviews will be held **Thursday 23rd January 2020 at Kedleston Road, Derby**. If selected for an interview, you will be advised what recruitment tasks will be undertaken on the day to support the panel.

Please note: This role would ideally suit a student in their 1st or 2nd Year of study.

Successful candidates ideally are required to start immediately following the interview process.

Diversity and Inclusion

The Union of Students are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post.

We will select the best candidate solely on the basis of merit and ability to do the job. Unjustifiable discrimination based on gender, race, age, disability, religious or political beliefs, sexual orientation or any other reason will form no part of our selection process. We champion equal opportunities, equality and dignity in the workplace.

We can objectively justify why certain roles are designated for students. We have a commitment to provide casual employment to students where roles are identified that suit such a cohort.

JOB DESCRIPTION AND PERSON SPECIFICATION FOR INFORMATION POINT ASSISTANT:

Reporting to: Insight and Communications Coordinator

Purpose of Role: To act as first point of contact and a central point of information for the Union of Students. Showing our members how important they are to you and the Union by interacting with them in a friendly, helpful and positive way. To leave a lasting impression by working with them and assisting them in the best way possible.

Key Responsibilities:

- To ensure the smooth running of the Information Point on a day to day basis.
- To provide administrative support for the organisation.
- To deal with all enquiries confidently and efficiently.

Key Tasks:

- To adhere to the close / lock up procedure.
- To adhere to the Unions banking procedure and correctly process all sale transactions.
- To regularly check and respond to the info@derbyunion.co.uk email and refer to the correct staff member.
- To deal with telephone enquiries in a polite and professional manner.
- To regularly assist the Union Advice Team in terms of dealing with sensitive and personal information when booking appointments, by doing so in a professional manner.
- To process Club and Society membership payments and room bookings.
- To process and direct NUS TOTUM Card sales.
- To operate the binding machine for student's work and Union staff.
- To regularly monitor the rota for the coming month ensuring Information Point is staffed during opening times.
- To assist with the Market Traders, for example collect the trader fees.
- To gain an understanding and appreciation of working in a democratic organisation led by student officers by working at all times within relevant legislation of the Union as well as structures, policies and procedures and adhere to the highest standards, especially of customer service and safety.
- To carry out any other duties as required by the Insight and Communications Coordinator, Union Advice Team, Chief Executive and Officer Trustees.

General Notes:

- The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to carry out their duties with full regard to the rules policies and procedures.
- A condition of employment is that all staff are expected to assist in key events throughout the year for example Open Day's, Fresher's Fair and any other key events, including Elections.
- Staff are expected to portray a positive image both internally and externally of the Union of Students by displaying standards of service, integrity, punctuality, politeness and professionalism.
- The Union of Students envisages that this post will develop through time and that the post holder is expected to be proactive in pursuing these changes.

PERSON SPECIFICATION FOR INFO POINT ASSISTANT:

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Currently studying at Derby University	Essential	✓	
EXPERIENCE:			
Of excellent customer service within a customer focussed environment	Essential	✓	✓
Of managing multiple tasks	Essential	✓	✓
Of working effectively in a team and using own initiative	Essential	✓	✓
Proficient use of IT skills in Microsoft including; Word, Outlook and Excel	Essential	✓	✓
ATTRIBUTES/SKILLS:			
Excellent interpersonal and communication skills at all levels	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓
Have confidence in assisting and answering student queries	Essential	✓	✓
Portray a professional service ensuring a high standard of customer care	Essential	✓	✓
Able to create and maintain good working relationships with our members and staff	Essential	✓	✓
Able to overcome problems in a constructive manner ensuring the outcome is satisfactory for our members and staff	Essential	✓	✓
VALUES AND ETHICS			
Desire to work within a democratic and student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within an organisation which serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential	✓	✓