



YORK ST JOHN STUDENTS' UNION

Information Point Support Staff

York St John Students' Union is looking for a welcoming, friendly, and engaging person to join our student staff team as Information Point Support. Working alongside the whole Students' Union staff team, you would be responsible for being a first point of contact for students and visitors, answering and assisting with student enquiries, operating a retail service, and assisting Students' Union staff with general administration.

JOB DESCRIPTION

Job title:	Information Point Support
Department:	Operations & Business Development Student Opportunities
Salary scale:	£7.40 - £10 p/h
Hours of work:	8 hours a week (term time only), flexibility will be required
Responsible to:	Student Opportunities Manager
Supervisory responsibility:	None

DETAILED DESCRIPTION OF DUTIES:

These duties are integral to the role.

- Provide a welcoming, friendly, engaging, and informative point of enquiry for the Students' Union, specifically for in-person visitors and telephone calls;
- Meet and greet all visitors to the Students' Union, providing an initial welcome, answering initial questions, and signposting where necessary;
- Being an interface between students and the Students' Union, providing information about the Students' Union's activities and services (e.g., clubs and societies, events, campaigns);
- Respond to initial enquiries by providing information about the Students' Union, and assisting enquirers navigate the services of the Students' Union's and University's services;
- Arrange further assistance with students' enquiries through booking meetings with Students' Union's staff, searching for information, or signposting where necessary;
- Proactively provide information about how the Students' Union's can support students' wellbeing, help with academic appeals or complaints, and other support services.
- Operate the Information Point's point of retail, including by processing transactions and handling monies.

OTHER DUTIES

These duties are expected and may be further agreed with the line manager.

- Provide reasonable assistance with the general administration of the Students' Union; for example, by distributing post, photocopying, scanning, etc.;

- Ensure the general tidiness of the Information Point and Atrium;
- Assist the Operations & Business Development team in ensuring posters and other communications displays are up to date and informative;
- Assist the Student Opportunities Team in the administration of clubs and societies; for example, by collecting and distributing paperwork; and,
- Participate in Students' Union-wide projects including Welcome Week, Elections, end-of-year events, and others, alongside core staff.

PLUS

These duties are expected of all staff.

- Fulfil other reasonable duties for work and projects as directed by the line manager;
- Ensure that the highest standards of professional performance and conduct are maintained;
- Promote equal opportunities within the team;
- Ensure, as far as responsible, compliance with relevant legislation and statutory codes of practice;
- Participate in performance reviews;
- Ensure that professional skills are regularly updated through participation in training and development activities, and;
- Ensure, as far as responsible, that all Students' Union policies are implemented.