



Job Description

Post Title:	FXU Administrator and Receptionist
Salary:	This post has been evaluated at Grade 3.
Hours:	35 hours per week, 52 weeks a year. Usually to be worked on a 7 hour a day basis, Monday to Friday although some evening and weekend work may be required.
Work Base	The post holder will be primarily based at the Penryn campus but will be required to work regularly at the Falmouth campus and on occasions at other community locations.
Employer:	FXU is a registered charity governed by an elected Board of Trustees, to whom all employees are accountable. Staff are employed by Falmouth University on behalf of the FXU Board of Trustees
Date:	November 2017
Responsible To:	Finance and Administration Manager

Job Purpose:

As directed by the Finance and Admin Manager, support the FXU team with administrative duties to including finances, minibuses and all paperwork and filing. Much of this work will be with student groups in the FXU Activities department, but the post holder will also provide additional support for FXU finance and administration duties across other departments as required. The role will also act as one of 2 main receptionist for FXU as required during the working day, directing enquiries to the appropriate place in FXU.

FXU is the combined students' union for students of University Exeter Cornwall Campuses and Falmouth University. It aims to provide effective representation, services and support for all students whilst maintaining a student led ethos.

Key Areas of Responsibility and Duties

1. Finance:

The post will involve working primarily at the centre of all the FXU Activities departments, but will also assist with administrative duties for other FXU departments. This includes income receipt, expenditure processes, petty cash and financial data entry.

Within this framework the post carries responsibility for being a main contact and expert on the affairs for Clubs, Societies, Volunteering & RAD, and other student groups as they develop. Duties include:

1. To monitor and advise clubs, societies, volunteering, RAD, and other student groups on all operational and financial affairs
2. To ensure that clubs, societies, volunteering, RAD and other students groups are familiar with Financial Regulations
3. To maintain financial information systems for the clubs, societies, volunteering, RAD and other student groups
4. To register and maintain proper records for signatures and authorisation
5. To ensure that clubs, societies, volunteering, RAD and other student groups remain within budget
6. To be responsible for overseeing the clubs expenditure process including ordering, invoice authorisation, supporting documentation and expenses.
7. To alert and advise the Union's Senior management of untoward events
8. To train student treasurers on financial regulations and procedures
9. To maintain and monitor transport charging for clubs, societies, volunteering, RAD and other students groups operating within the approved charging system
10. To maintain all Activities finances using the relevant finance package.
11. Prepare, submit & record accurate invoices and remittance requests for payment
12. Receive and secure cash & card payments to FXU and prepare these for banking
13. To provide general information and advice to clubs, societies, volunteering, RAD and other students groups on all matters as appropriate.

2. Administration:

1. To ensure that clubs, societies, volunteering, RAD and other student groups annually update all necessary paperwork.
2. To administer all personal injury claims relating to injuries.
3. To maintain up to date website pages
4. To provide information on set up of new clubs, societies, volunteering, RAD and other student groups.
5. To assist the Activities Managers with the room bookings for Clubs and Societies in accordance with campus processes.
6. To ensure that all clubs and societies operate within the guidelines of FXU
7. Work with the FXU Administrator to cover the management of the maintenance of the FXU minibuses, ensuring that all necessary legal requirements are met (ie insurance, MOT, tax, services and safety checks)
8. Co-ordinate with the Administrator to arrange Midas (minibus driver) training
9. To coordinate the minibus booking system
10. To work with the Administrator to provide cover for minibus insurance claims in their absence and to administer all insurance claims relating to the minibuses that are directly related to the Activities team.

3. Reception:

1. To work as a front desk service, handling enquiries in person or by telephone as they arise.
2. To ensure all telephone and other messages are passed on accurately and promptly.

3. To be well-informed on the Students' Union, the Universities and, where possible, the wider community in order to provide a general information service to students, staff and visitors.
4. To maintain the activities area in a professional and tidy manner at all times.
5. Management and training of any Activity departmental student staff

4. General Duties and Responsibilities

1. To work in line with the FXU Mission, Vision and Values at all times, working with others to provide a supportive, responsive, student-centered environment and services.
2. To actively support elected student officers, volunteers and employees in playing a full role in FXU decision making and activities, ensuring that FXU maintains a student-led ethos.
3. To present a positive image of FXU at all times, through every aspect of your work.
4. To maintain an up to the minute working knowledge of all FXU service areas in order to support them and provide accurate, detailed information to students and others.
5. To ensure that all FXU policies, procedures and agreed protocols are adhered to.
6. To contribute to FXU planning, review, monitoring and reporting processes and activities.
7. To participate in FXU team meetings and activities and represent FXU at other meetings as agreed.
8. To ensure that all FXU marketing and communication materials within the designated area of responsibility are accurate and up to date. Participate in open days and events as agreed to promote FXU.
9. To actively support equality and diversity policies of FXU, University of Exeter and Falmouth University.
10. To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation.
11. To attend training courses as identified and agreed for appropriate development.
12. To participate in the Annual Performance Development Review Process
13. To communicate, liaise and maintain effective working relationships with colleagues within Falmouth University, University of Exeter and Falmouth Exeter Plus, as well as individuals and organisations outside FXU and the institutions eg suppliers, promoters, local businesses, media / press contacts, etc.
14. Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
15. To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved.
16. To work in accordance with FXU's Environmental Impact & Ethics Policy and to make a commitment to improving FXU's environmental impact by means of energy saving and recycling in the workplace

5. Key Links

FXU Presidents

FXU Executive Officers

Finance and Administration Manager

All FXU Managers Managers

University of Exeter Finance Team (Penryn campus)

Presidents and Committee members of Student led Sports Clubs and Societies

Community Clubs, Organisations and Facility providers

Person Specification

Post Title: FXU Administrator and receptionist

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge (Education, training & experience)		
Educated to A Level AS Level or can demonstrate similar ability and equivalent level of education	√	
Significant experience of working in an office environment and understanding of administrative procedures	√	
AAT / NVQ qualified or equivalent experience	√	
Experience of dealing with customer enquiries	√	
Experience of managing a budget and financial administration	√	
Experience of financial record software packages e.g. SAGE / SAGE Payroll	√	
Experience of working within a Students' Union or Higher Education Institution		√
An understanding of, and commitment to Health & safety standards and how to implement them	√	
An understanding of and commitment to the principles of Equal Opportunities	√	
Experience of using social media and websites in a professional capacity		√
Full, clean driving license and a willingness to undertake D1 examinations if this category of license is not already held.		√
Ability to move between sites and visit other locations where activities take place	√	
First aider		√
Experience of policy writing		√
An understanding of confidentiality and data protection, and how to implement these, within the role	√	
Skills		
Excellent communication, interpersonal & organisational skills	√	
Creative problem solver	√	
Team player	√	
Excellent time management	√	
Proven experience and proficiency in the use of Microsoft packages including Word, Excel and Outlook	√	
Attributes		
Empathy towards and ability to relate to students	√	
Enthusiasm for working with students	√	
Enthusiasm and energy	√	
Ability to work independently & use own initiative	√	
Ability to work flexibly within a team	√	
Ability to plan and manage own time and workload effectively	√	
Ability to multi-task and prioritise in a busy and demanding environment	√	