



Job Description

Post Title:	FXU Receptionist
Salary:	This post has been evaluated at Grade 3.
Hours:	35 hours per week, 33 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 at the Falmouth campus and on occasions.
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:	July 2019
Responsible To:	Finance and Administration Manager

Job Purpose:

The role will act as receptionists for FXU as required during the working day, directing enquiries to the appropriate place in FXU. In addition, and as directed by the Finance and Admin Manager, support the FXU team with a range of administrative duties including paperwork and filing.

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. Reception:

The primary function of this role is to act as the first point of contact for all visitors to FXU and to redirect enquiries effectively to the appropriate place in the organisation. Key duties in delivering this are:

- 1.1 To work as a front desk service, handling enquiries in person or by telephone as they arise.
- 1.2 To ensure all telephone and other messages are passed on accurately and promptly.
- 1.3 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.
- 1.4 To maintain the reception area in a professional and tidy manner at all times.
- 1.5 To receive cash and debit card payments for event/trip tickets, membership fees, merchandise as well as banking on behalf of activity groups.
- 1.6 To book advice service appointments.

2 Administration:

- 2.1 To help monitor and maintain up to date website pages.
- 2.2 To assist other FXU staff with a range of administrative duties e.g. placing travel, room and facility bookings in accordance with campus processes.
- 2.3 To assist the Activities Team to ensure that student groups submit the necessary paperwork prior to activities and events taking place in line with FXU and campus processes.
- 2.4 To help co-ordinate and arrange Midas (minibus driver) training.
- 2.5 To help coordinate the minibus booking system.

3 General Duties and Responsibilities

- 3.1 To work in line with the FXU Mission, Vision and Values at all times, working with others to provide a supportive, responsive, student-centred environment and services.
- 3.2 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.
- 3.3 To present a positive image of FXU at all times, through every aspect of your work.
- 3.4 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.
- 3.5 To ensure that all FXU policies, procedures and agreed protocols are adhered to.
- 3.6 To contribute to FXU planning, review, monitoring and reporting processes and activities.
- 3.7 To participate in FXU team meetings and activities and represent FXU at other meetings as agreed.
- 3.8 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.
- 3.9 To actively support equality and diversity policies of FXU, University of Exeter and Falmouth University.
- 3.10 To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation.
- 3.11 To attend training courses as identified and agreed for appropriate development.
- 3.12 To participate in the Annual Performance Development Review Process.
- 3.13 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.
- 3.14 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.
- 3.15 To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved.
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

4 Key Links

Finance and Administration Manager
 All FXU Directors & Managers
 FXU Presidents
 Committee members of activity groups

Person Specification

Post Title: FXU 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	√	
Experience of dealing with customer enquiries	√	
Experience of working with students in a 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		√
Ability to move between sites and visit other locations where activities take place	√	
First aider		√
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	√	