



Recruitment Pack

SU Assistant

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Applying for a position

Thank you for your interest in this role at the University of Gloucestershire Students' Union.

Filling in the application form

The online application form is the first part of the selection process and it will be used to select applicants for interview. Please complete all sections fully.

It is important that you provide details which you consider relevant to the position as detailed in the job description and person specification, which demonstrate your suitability for the position against the essential and desirable requirements to do the job as stated in the person specification.

Please be as accurate as you can about dates of employment and hours of work.

- In the section with your further details we advise that you look through the person specification and let us know how you match each point. That's your chance to tell us all the reasons we should hire you!
- We can offer training for someone that excels in some of the areas, or if you can offer other qualities you think would be useful for the role, please indicate this on your application form."

Contact

If you would like further information about the role, please contact Emma Pethybridge on **01242 714678** or email epethybridge@glos.ac.uk

Please supply evidence of previous relevant creative work & anything else you feel is appropriate in support of your application.

Important Dates

Closing Date: 11.59pm Sunday 5th June 2022

Interview Date: The week beginning 13th June 2022 (via Microsoft teams)

Start Date: Monday 5th September 2022

Job Details

Job Title: SU Assistant

Location: Park Campus / FCH Campus/ Oxstalls Campus

Department: Marketing Department

Salary: Minimum **£9.50/hr**

Contract Type: Fixed-Term until Friday 2nd June 2023

Hours: Shifts will be allocated each term approx. 8-12hrs/ week term time
Please be mindful rotas will be consistent each week for a whole term, and that this may not be practical for placement students.

Working Days: Possible: Monday, Tuesday, Wednesday, Thursday, Friday, occasional weekends

Main purpose of the job

To represent the SU as the front of house; welcome guests positively, answer or direct queries and execute all administrative tasks to the highest quality standards. The SU Assistant is also responsible for the daily shop management; stock control, serving customers and processing sales transactions.

Responsible to

Marketing and Commercial Services Manager

Main duties and responsibilities

- Front of house for SU Shops and offices- responsible for receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Informing students by answering student enquiries or directing them to correct staff members and officers.
- Answering, screening and forwarding phone calls to SU campus shops
- Support attending, greeting and stewarding at SU events, ensuring students have fun and are kept safe
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Receiving, processing, and organizing shipments and deliveries accordingly

- Restocking depleted or low shop items and ensuring that the sales floor is organised according to established guidelines
- Informing customers of shop promotions to encourage purchases and hit monthly targets
- Performing regular price audits to identify and correct price discrepancies
- Performing end-of-day cleaning duties, which includes wiping down windows, mirrors, and fixtures as well as sweeping the shop floor
- Processing customer payments using the shop's Point of Sale (POS) system
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed
- Responsible for tagging and ensuring correct barcodes are associated with each product
- Responsible for accurate monthly stock takes and daily management of products
- Supporting a variety of administrative and clerical tasks for SU staff and officers as required

General duties

- To understand and uphold the purpose and values of the organisation and ensure that these guides and inform the work and conduct of the post holder
- To be knowledgeable of the union constitution, as it applies to this post, including any legal requirements.
- To work in accordance with all SU policies and procedures, including health and safety, staffing protocols, financial procedures and the SU's equal opportunities policy
- To undertake any other duties and responsibilities commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post
- To attend all staff development days and training as required. Flexibility in working hours may be required to accommodate this
- To ensure the SU's aspirations to reduce our environmental impact are delivered, contributing positively to the department and the organisation's aims

- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the students' union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

Person specification

Education, qualifications and training

Good general education/relevant qualifications

Experience

Proven work experience as a Receptionist, Front Office Representative or similar role
Proven work experience as a Sales and/ or retail assistant

Skills

- Excellent written and verbal communication skills
- Good administrative skills
- Ability to work effectively in a team
- Comprehensive IT skills
- Strong numerical skills
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks

- Customer service attitude

Special requirements

Self-reliant with ability to work without close supervision and use own initiative

Additional Information

Relationship to an employee of the Students' Union or University

You are required to state on your application form whether you are related to or closely acquainted with either an employee / Officer of the SU or of the University. We wish to ensure that the selection process is not prejudiced in any way. Any deliberate failure to make a disclosure will disqualify you. If a relationship is discovered after appointment, this may result in dismissal.

Canvassing members of the Students' Union / University

Canvassing Full Time Officers or employees of the Students' Union / University either directly or indirectly in an attempt to gain preferential treatment in connection with an appointment will disqualify you. This provision does not prevent a member of staff from providing a reference of your ability, experience or character for submission with an application for appointment.

Disclosure of criminal convictions

You will appreciate that the Students' Union must be particularly careful to enquire into the character and background of any person who may supervise or have access to persons under the age of 18. Therefore this employment is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means you are not entitled to withhold information requested by the Union about any previous convictions you may have, even if in other circumstances these would be regarded as 'spent' under the Act. You must provide the Union with information about any previous convictions (excluding minor traffic offences) you may have before commencing employment.

During the period of your employment you must also immediately disclose to the Union if you are subject to any criminal or traffic investigations, charges or convictions (excluding minor traffic offences). Failing to provide the required information under this clause is gross misconduct and may result in your dismissal.

Equal Opportunities

The Students' Union serves a wide range of diverse groups and individuals. We therefore believe that commitment to and experience in a diverse and equal opportunities' environment is invaluable. We would therefore encourage you to respect the Students' Union in its commitment to equality of opportunity and equal treatment irrespective of gender, gender reassignment, race (including

colour, nationality, caste and ethnic origin), disability, sexual orientation, marital status, part-time status, pregnancy or maternity, age, religion or belief, political belief or affiliation or trade union membership.

Please help us to monitor the effectiveness of our policy by completing all parts of the Equal Opportunities Monitoring form. This form will not be circulated to those involved in the selection process but will form part of the personal confidential record of the successful applicant.

If you have a disability

If you have a disability, there are ways in which we can help you, by giving assistance with completing the application form, making special arrangements if you are invited for an interview and make adjustments to the job where justified and reasonable. Please indicate your requirements on the Equal Opportunities Monitoring Form.

This application form is available in large print. Please contact us if you require this format.

What happens next?

We email all applicants to notify them if they have / have not been shortlisted for interview.

Whatever the outcome of your application, thank you very much for the interest shown in working for the Students' Union at the University of Gloucestershire and we wish you every success for the future.