

# JOB DESCRIPTION

**SSU PURPOSE:** To represent, support and enhance the lives of University of Sheffield students

**JOB TITLE:** Receptionist

**DEPARTMENT:** Student Advice Centre

**DEPT PURPOSE:** To provide high quality advice and guidance alongside student representation

**REPORTING TO:** Student Advice Centre Manager

**JOB PURPOSE:** To provide a reception service and administrative/clerical support for the Student Advice Centre, dealing with enquiries and referring students where appropriate.

**IN PARTICULAR:**

1. Welcome all students to the Advice Centre in a friendly, sensitive and efficient manner.
2. To triage student queries and support students by providing information, signposting and basic advice. Referring advice queries to the Advisers as appropriate.
3. To assist in administration of the Student Advice Centre Team.

	MAIN RESPONSIBILITIES	KEY RESULT AREAS
1.	Welcome all visitors to the Advice Centre in a friendly, sensitive and efficient manner.	<ul style="list-style-type: none"> <li>● Excellent communication skills shown.</li> <li>● Acts as a positive ambassador for the SU.</li> </ul>
2.	To triage student queries.	<ul style="list-style-type: none"> <li>● Students receive accurate and timely advice and information.</li> <li>● Highly trained and knowledgeable staff.</li> </ul>
3.	Answer general information and basic advice enquiries (in person and by email) where possible. Refer advice enquiries to one of the Advisers as appropriate.	<ul style="list-style-type: none"> <li>● Information given is up to date and correct.</li> <li>● Students are presented with all available options and are able to make informed decisions.</li> <li>● Maintain accurate records on Advice Pro.</li> <li>● The excellent reputation of the SAC is maintained.</li> <li>● Refer/signpost another service where appropriate.</li> </ul>
4.	Assist the Student Advice Centre team	<ul style="list-style-type: none"> <li>● Provide administration support</li> <li>● Book appointments for students to see Advisers using Google Calendar.</li> </ul>
5.	Assist with Student Advice Centre events/promotional activities including outreach.	<ul style="list-style-type: none"> <li>● High awareness / attendance of events.</li> <li>● Activities &amp; events run smoothly.</li> <li>● Students are aware of the support they can access via the SAC.</li> </ul>
6.	To complete any training and other general duties as required	<ul style="list-style-type: none"> <li>● Evidence of attendance at training.</li> <li>● Staff embrace the culture of SSU and its values.</li> <li>● Enthusiastic approach to work.</li> <li>● Proactively seeks out tasks.</li> </ul>

Updated July 2025

# PERSON SPECIFICATION



<b>JOB TITLE:</b>	Information & Communications Casual Assistant		
<b>DEPARTMENT:</b>	Information & Communications		
<b>KEY:</b>	A = Application Form; I = Interview; T = Test / Exercise; R = References E = Essential; D = Desirable		
	<b>CRITERIA</b>	<b>E / D</b>	<b>Assessed Via</b>
<b>Specialist Skills:</b>	● Experience of using IT, digital systems and social media	E	A & I
	● Knowledge of student activities & the local area	D	I
<b>Personal Skills:</b>	● Pleasant, approachable and polite manner	E	I
	● Excellent communication skills in order to work to the organisation's service excellence standards	E	A & I
	● Self-motivated, able to work independently and use own initiative	D	A & I
	● Ability to work well under pressure, meet deadline and maintain attention to detail	E	A & I
	● Understand and is committed to effective teamwork	E	A & I
	● Confident in dealing with difficult situations effectively	D	I
	● Confidence in approaching people to offer assistance	D	I
	● Have a sensitive approach to dealing with diverse range of customers	D	I
<b>Experience:</b>	● Experience of working in a customer service environment	D	A & I
	● Experience of working with people of different nationalities or cultures	D	A & I
	● Knowledge of the Students' Union and its values	D	A & I
<b>Additional requirements:</b>	● Commitment to working in line with our Staff Behaviours	E	A & I
	● Willingness to undertake training necessary for the post	E	I
	● Must be flexible in working patterns	E	I
	● Adhere to and demonstrate the Students' Union & Department policies and guidelines	E	I