**SOAS Students’ Union (SU) - Receptionist Staff Job Description**

**Summary**

SOAS Students’ Union is seeking dynamic and friendly receptionist staff to provide front-facing information and support for the operation of SU spaces and services.

**Description**

The SOAS Students’ Union has a purpose-built area designed to enhance student activities within the SU. This includes a studio, music room, co-located offices, and a reception area. The role of the receptionist is to deliver frontline services to visitors of the SU, manage inquiries, direct individuals appropriately, and support the coordination and management of bookable spaces. Receptionists will each be assigned a specialism in consultation with their line manager, which they will lead on from the following list: societies and sports support; room booking support.

**Responsibilities**

1. **Frontline Service Provision**
2. Stationed at the reception desk, provide a welcoming atmosphere for students and guests as they arrive at the SU.
3. Ensure the reception area is tidy and welcoming, handling any immediate needs as required.
4. Log into SU general email and check for any post or parcels, processing them according to established protocols.
5. Triage inquiries by signposting other services, directing people with appointments, and facilitating access to booked rooms.
6. Maintain comprehensive knowledge of general services available to SOAS students on campus, as well as the most relevant external services. Demonstrate proficiency in locating and filtering information on useful services.
7. Report all concerns to the line manager as soon as reasonably possible. Urgent concerns should be reported to a senior manager immediately.
8. Carry out tasks supporting the development of an assigned specialism.
9. **Contribution to Collective Knowledge**
10. Log the general nature of each inquiry and issue raised at the reception, contributing to the development of an SU knowledge base on the patterns and frequency of different inquiries.
11. Maintain clear notes to ensure all important information is available to the next receptionist following each shift.
12. **Administration and Oversight of Bookable Spaces**
13. Assist in processing room booking requests for SU Clubs and Societies in accordance with SU policies, in coordination with the line manager, ensuring the implementation of SU policies and procedures.
14. Assist in opening and closing procedures, ensuring all rooms are checked for cleanliness, open windows are closed, lights are turned off, and doors are locked at the end of the day.
15. Maintain the weekly list of room bookings and update it as needed.
16. Check the state of each room before and after each booking, reporting any issues, including damage, rubbish, or misuse.
17. Oversee the loaning of bookable resources and their return, reporting any issues such as loss, damage, or theft.
18. **SU Advice**
19. Log advice requests and queries onto the Advice Pro system
20. Support in the creation of Advice Campaign Comms
21. Assist students in accessing the SU Advice service correctly
22. Maintain and respect a students privacy and confidentiality in handling sensitive subjects
23. **General Responsibilities**
24. Adhere to SOAS SU’s policies, procedures, and codes of practice at all times, undertaking any other duties as agreed and in keeping with the general nature of the job.
25. Be aware of emergency procedures, including first aid and security protocols, and respond appropriately to alarms and immediate concerns.
26. Actively contribute to the organisation’s sustainability and uphold its values.
27. As a small, agile, and flexible organisation, you may be asked to undertake or support other duties within your competence to provide operational cover for colleagues during absences or peak workload periods.

**Person Specification**

1. **Qualifications:**

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| Must be a SOAS student enrolled for the year 2025/26 | Essential |
| Must have the right to work in the UK | Essential |

1. **Skills and abilities:**

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| Strong interpersonal and communication skills to provide a welcoming and supportive front-facing service. | Essential |
| Ability to manage multiple tasks, prioritise effectively, and maintain accurate records. | Essential |
| Using Microsoft Office 365 software, including Outlook and MS Teams, or willingness to learn | Essential |
| Comfortable navigating and updating online booking systems. | Essential |
| Capable of handling inquiries and issues independently and escalating when necessary. | Essential |
| Ability to adhere to GDPR and data protection requirements | Essential |
| Keen eye for maintaining a tidy and organised reception area and ensuring bookable spaces are properly managed. | Essential |
| Ability to work collaboratively with other staff, including communicating effectively with line managers and other departments. | Essential |
| Willingness to complete all required training in order to carry out tasks | Essential |
| Willingness to undertake additional duties and adapt to the changing needs of the SU. | Essential |