Customer Services Assistant

Recruitment Pack
Welcome

Thank you for your interest in City, University of London Students’ Union (the Union) and becoming the Customer Services Assistant. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 19,000 of our members - every City student. We’re run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We’re governed by a board of ten Trustees, who work alongside our student Officers, small staff team, and hundreds of student volunteers to run a thriving and active students’ union in the heart of London. The Union has gone through continual development over the past two years after recruiting a number of staff to re-energise the Union. It’s an exciting time for us, with a new strategic plan, rebrand and new physical space for our services.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.

Kristina Perelygina
Board of Trustees
Chair 18/19

Philip Gilks
Chief Executive
About Us

With a rich history spanning over 100 years, City, University of London Students’ Union is the primary organisation representing the views of over 19,000 students at City, University of London to the institution and beyond.

With 3 Full-Time Student Officers, a small team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Student Activities department. The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.

The Union is striving to develop as an organisation and has recently become a Company Limited by Guarantee, moved into a new space on campus and successfully increased its block grant to support this.
Our Vision, Values & Strategy

Our Vision:

“City Students’ Union: A high quality, sector-leading students’ union”.

As a students’ union, we must constantly be striving to be the very best organisation for our membership, no matter which direction they lead us. This means we should always be high quality and at the forefront of our sector.

Our Values:

We are Inclusive. We are Broad-minded. We are Creative. We are City Students’ Union.

At the heart of everything that the Students’ Union does are its values. They give us our identity, guide how we make decisions, and how we conduct ourselves. We are proud that our values are unique, giving us an identity and way of working that is rarely replicated.

We are Inclusive.
We believe that equality is achieved when we are inclusive of all of our members. We are committed to the principles of social justice. We believe that our members should have equality of access and participation in the Students’ Union and our activities. We are committed to the principles of equity, recognising the differences that our members have and giving them the tools to succeed.

We are Broad-minded.
We realise that we do not have all of the answers and we should always be open to change and challenging our way of thinking. We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best decisions and offering the best services for our members.

We are Creative.
We celebrate our history, but we are not constrained by it. We are continually on a journey of self-discovery and self-determination, and we support our students on their own journeys. We are not afraid to take risks, try new things and forge a new path for ourselves, the University, and its students.

Our Strategy:

Our strategy to be a high quality, sector-leading students’ union is simple but bold.

“Through active partnerships and dynamic student representation, we will create connected communities, full of opportunities where students can individually and collectively grow together by 2020.”
Who Are We Looking For?

Whatever our students need as their first point of contact for the student union you will be able to help signpost them to the right people and services that we have on offer.

Working in our reception and shop, our ideal candidate will be friendly, enthusiastic and have good communication skills with the ability to multi task to get the job done.

Reporting to the SU Head of Finance & Operations, this role involves taking payments, responding to enquiries, making rooms bookings for our societies, performing stock takes as well as a range of administrative duties all whilst delivering excellent customer service.

The Union is at a key stage in its development, has recently become a charitable company limited by guarantee, and on the 1 August 2017 took on the responsibility for managing its own finance, which was previously done by the University.

City attracts around 19,000 students (48% postgraduate), well above the sector average for graduate employability in most subjects and eleventh in the UK for starting salaries. City joined the University of London in 2016.

The role comes with considerable benefits as an employee of City, University of London including a pension scheme and benefits including a comprehensive package of staff training and development. The full salary range is £19,305 - £21,585 pro rata and the successful candidate will start at the bottom of the salary range. The role is mainly a term time only one in line with the university term dates with some requirement to work outside this time for events such as graduation.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from ethnic minority candidates, as this group is currently under-represented within the Union.
Role Profile

Post: Customer Services Assistant
Department: City, University of London Students’ Union
School: N/A
Grade: 2
Tenure: 0.8FTE (Term time, 35 hours a week, 41.6 weeks per a year), Permanent
Responsible to: SU Head of Finance and Operations

Job Purpose

The purpose of this role is to provide staffing in the Students’ Union Shop and reception on a rotational basis, fulfilling the various duties that these areas will involve. As the first point of call for visitors and customers to the Students’ Union this is an integral position which adds great value to the overall service and reputation of the Students’ Union.

Principal Accountabilities

- Taking payment for SU merchandise, event tickets and society memberships using our online payment system
- Ensuring the shop is fully stocked at all times
- Providing excellent customer service
- Monthly stock takes
- Printing NUS cards for staff and students
- To be the first point of contact for visitors to the SU, receiving them in a polite and professional manner
- Dealing with and responding to day-to-day email, telephone and in-person enquiries, ensuring that messages are taken and passed onto the relevant staff member when necessary
- Inputting pre-booked appointments into calendars and taking students to their appointments
- Booking rooms for societies
- Checking and passing on forms to the relevant SU staff
- Other basic administrative duties as and when they are needed
Context
As the first point of call to the Students' Union, its staff, and resources this is an important role in presenting the professional and welcoming environment City, University of London Students’ Union strives for.

Additional Information

- The post holder must at all times carry out their responsibilities with due regard to the University’s Equal Opportunities Statement
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of the University
- Sustainable Development
  The University is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment, for the University and the wider community.
  Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at www.city.ac.uk/green-policies.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and the University.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.
Staff Structure 2018/19

- Permanent staff
- Temporary staff / student volunteers

Chief Executive
Philip Goks

SU Head of Finance and Operations
Susan Barrow

SU Marketing and Communications Manager
Christopher Moore

Design and Communications Coordinator
Vacant

Administration and Finance Coordinator
Magda Koller

Customer Services Assistant
(Retired)
Vacant

Retail and Reception Staff
(Contract)

Academic Caseworker
Liam Clements

Student Advisors
(Volunteers)

SU Advice Manager
Adrian Spence

Activities and Events Coordinator
Monique Kern

Societies Coordinator
Mark Riley

Representation Manager
Angela Wootton

Societies Intern
(Retired)
Vacant

Wellbeing and Insight Coordinator
Yassmin Bowmar

Representation Intern
(Retired)
Vacant

Last updated: Accurate as of 1 July 2018
Candidate Specification

Qualifications

Desirable
- Educated to A-Level or equivalent qualification

Knowledge and Experience

Essential
- Excellent customer service skills
- Basic IT, numeracy and literacy skills, with proficient use of Microsoft Office

Skills and Abilities:

Essential
- Effective interpersonal skills, listening and communication skills, in person and via email/telephone

Personal Qualities:

Essential
- Ability to work independently and as part of a team
- Customer focused
- Understanding of and a commitment to Equality of Opportunity
Salary and Conditions of Service

Staff of City Students Union are employed by City, University of London on behalf of the Students’ Union, to perform such functions as are agreed by the Trustee Board and will be subject to the normal terms and conditions of employment and policies of the Institution. The salient features of conditions of service for Senior Administrative, Senior Library & Computer Staff are as follows:

- Salary: will be within the range of £19,305 - £21,585 per annum (pro-rata). This is on Grade 2 of the salary scales for Professional, Administration and Support Staff. Applicants will start at the bottom of the salary range.
- Annual Leave is 30 days, plus 8 statutory and 3 additional days during the Christmas holiday period (pro-rata).
- You will be automatically entered into the pension scheme with the option to opt out.
- All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City, University of London are subject to a probationary period.
- The appointment is terminable by one months’ notice on either side.

Further Information

We operate a no smoking policy.

City, University of London offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment, and access to our student fitness and social facilities.

City, University of London confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion or social class. Selection and promotion criteria will be kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits, and are not disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

If you have a disability and are interested in this post, your application is welcomed.
How to Apply?

Applications Close: 11.59pm Tuesday 7 August
Interview Date: Thursday 16 August

All applications for City Students’ Union roles are administered by City, University of London Human Resources Department. Please follow the link below to apply for this role:

https://www.city.ac.uk/about/working-at-city

If you have any questions regarding the role or organisation, please contact the SU Head of Finance and Operations at susan.barrow@city.ac.uk