

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	<b>Advice Place Receptionist / Administrator</b>
<b>Reports to:</b>	<b>Advice Place Deputy Manager</b>
<b>Department:</b>	<b>The Advice Place</b>
<b>Direct Reports:</b>	<b>N/A</b>
<b>Revision Date:</b>	<b>December 2021</b>
<b>Job Purpose</b>	
<p>You will manage the reception service in the Advice Place; providing initial information to users, and triaging enquiries to advisers; managing adviser appointments. You will also carry out day to day administrative tasks, including supporting the efficient statistical monitoring and reporting of the service.</p> <p>The Advice Place is a free, professional, impartial and confidential advice service for students at the University of Edinburgh, operated by Edinburgh University Students' Association. The service deals with a wide variety of topics (finance, accommodation, academic and personal issues) and provides basic information as well as more complex casework advice, guidance, advocacy and support.</p> <p>This role is a fully in-person role and due to a significant part of the role being to provide an in-person reception service. However, the role may require remote working on occasion. The service operated pre-Covid mostly via in-person drop-ins and appointments, but is currently operating as a predominantly appointment based service delivered in a hybrid way with appointments in-person, online and by phone and initial contact via email, phone and at our welcome desk.</p>	
<b>Main Duties and Responsibilities</b>	
<p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>• Welcoming and assisting all service users, ensuring the best possible customer service</li> <li>• Making advice appointments with advisers who have the appropriate specialism</li> <li>• Signposting to alternative services where appropriate</li> <li>• Ensuring the highest standards of confidentiality are maintained at all times</li> <li>• Speaking sensitively and respectfully with services users who may be distressed</li> <li>• Communicating with service users about difficult topics such as sexual assault, domestic abuse, racial harassment, homelessness, urgent money troubles etc.</li> <li>• Administering the C:Card free safer sex products and the University free period products schemes</li> <li>• Effectively using the organisation's IT systems including office 365 but also website editing and social media.</li> </ul>	
<p><b>Standards and Service</b></p> <ul style="list-style-type: none"> <li>• Supporting student volunteering within the Advice Place including recruitment, the development and delivery of training, and arrangements for ongoing supervision and support under the direction of the Deputy Advice Place Manager</li> </ul>	

- Facilitating access to advice for all service users, including actively offering to make reasonable adjustments as students require them
- Ensuring efficient processes are in place to support the work of the Advice Place
- Ensuring the highest standard of tidiness is maintained within all front office areas

**Planning and Organising**

- Managing and maintaining all aspects of the office including equipment and stationery supplies
- Maintaining information resources

**Additional Departmental Support**

- Providing administrative support to the advice team – this may include managing information to provide reports, minuting meetings, co-ordinating paperwork relating to appointments, events support including room booking, arranging meetings, processing invoices.

**Key Relationships**

- Advice Place Manager
- Advice Place Deputy Manager
- Advice Place Advisers
- Students' Association Welcome Team Coordinator
- Other Students' Association staff as appropriate
- Service Users
- Student representatives
- External stakeholders, including University academic, administrative and support staff
- External partners/contacts, including NHS Lothian, Shelter Scotland, Police Scotland etc.

**OTHER:**

- The Student Association's overall ambition is that 'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university' Our staff are essential to fulfilling this ambition.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
- Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
- A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

<b>PERSON SPECIFICATION</b>		
<b>Job title:</b>	<b>Advice Place Receptionist / Administrator</b>	
<b>Person Summary</b>		
<p>The Advice Place Receptionist / Administrator will be an exceptional and enthusiastic individual, who aspires to provide a professional and high-quality service to our service users.</p> <p>Confident and competent, with demonstrable experience gained within a customer facing role, delivering high standards of customer service. You will have proven experience of dealing with sensitive information and prioritising in a busy client facing role. Ideally, you will have worked in situations where you have been required to deal effectively and compassionately with customers who are distressed.</p> <p>An organized individual with an outgoing personality, consistently professional approach to their duties and keen attention to detail. A person with high expectations of themselves and others, who takes pride in their work in in that of the wider team.</p>		
<b>Required Experience</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable experience gained within a customer-facing role	X	
Experience of providing telephone or reception service in a housing, health, mental health or advice context		X
Experience of working in a busy and thriving environment	X	
Experience of dealing effectively and compassionately with customers who might be distressed	X	
Experience of supporting volunteers		X
<b>Functional Skills and Proficiency</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional and confidential manner.	X	
Strong organisational and administrative skills with the ability to prioritise appropriately	X	
Excellent IT skills, including proficiency in the use of Microsoft Office 365	X	
Ability to work both as part of a team and independently, without direct supervision	X	
Excellent written and spoken communication skills	X	
Flexible and adaptable, in relation to both workload management and working hours	X	
<b>Training and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Experience in a higher education or students' association setting as staff or student		X



#### **Our Purpose**

**To enhance student life at the University of Edinburgh by providing representation, services, activities and support.**

#### **Our Principles**

Our core principles are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.

- **Student led** – prioritise work and services that matter to students
- **Power to change** – be strong representatives, campaigning for students
- **Diverse student communities** – a sense of belonging for all
- **Open and helpful** – in our communications and interactions
- **Collaboration** – harnessing the benefits of working together
- **Ethically and environmentally responsible** – conscious of our impact
- **Social enterprise** – trading, with multiple benefits for our members