

JOB DESCRIPTION	
Job title:	Advice Place Receptionist / Administrator
Reports to:	Advice Place Deputy Manager
Department / Directorate:	The Advice Place
Direct / Indirect Reports:	N/ A
Salary Band:	C
Revision Date:	May 2025
<b>About us</b> <p>Edinburgh University Students' Association is an award-winning organisation, which exists to provide diverse services, representation, and welfare support to the community of over 49,500 students at the University of Edinburgh. By providing opportunities, helping to create change and offering support, we're here to help students get the most out of their time in Edinburgh. We have five venues around the University of Edinburgh campus – Teviot Row House, King's Buildings House, Potterrow, the Pleasance and Edinburgh College of Art's Wee Red Bar – which house our offices, cafés, bars, clubs, spaces for students to meet, study and socialise. These spaces transform into some of the most well-loved Edinburgh Festival Fringe venues throughout the month of August each year.</p> <p>We are a registered charity and all of the income we generate from our commercial activity goes back in to supporting our members. We're also an organisation with a strategic commitment to support and empower all our staff and have some exciting plans for the future. There's never been a better time to apply and join our organisation.</p> <p>We are an equal opportunities employer and we welcome applications from all suitably qualified persons. Edinburgh University Students' Association is committed to promoting equal opportunities in employment and encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.</p>	
<b>Our Purpose</b> <p>To enhance student life at the University of Edinburgh by providing representation, services, activities and support.</p>	
<b>Our Ambition</b> <p>By 2026, 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</p>	
<b>Our Values</b> <p>Our Values make a fundamental difference in delivering our purpose by driving success and achieving the vision as a collective responsibility. They help to motivate, inspire dedication, and elevate a sense of pride in working for the Association.</p> <p>These values are at the heart of how we work, and determine the behaviours that we demonstrate in our daily activities:</p> <ul style="list-style-type: none"> <li>• Collaboration &amp; Teamwork</li> <li>• Support &amp; Inclusion</li> <li>• Recognition &amp; Respect</li> <li>• Transparency &amp; Trust</li> <li>• Growth &amp; Development</li> </ul>	

Strategic Purpose of the Role
<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>You will support the reception service in the Advice Place; providing initial information to users; managing appointments and assisting with triaging. You will also carry out day to day administrative tasks, including supporting the efficient statistical monitoring and reporting of the service.</p> <p>This role is an in-person reception role for The Advice Place service. The role may occasionally require some hybrid or remote working if our office is closed. The service operates via appointments and drop ins, with appointments in-person, online and by phone and initial contact via email, phone and at our welcome desk.</p>
Main Duties and Responsibilities
Welcoming and assisting all service users, ensuring the best possible customer service
Making advice appointments with the appropriate colleague
Signposting to alternative services where appropriate
Ensuring the highest standards of confidentiality are maintained at all times
Speaking sensitively and respectfully with services users who may be distressed
Communicating with service users about difficult topics such as sexual assault, domestic abuse, racial harassment, homelessness, urgent money troubles etc.
Administering the C:Card free safer sex products scheme.
Effectively using the organisation's IT systems including office 365, case-management systems, internal financial and communication systems.
Assisting with social media accounts for the service.
Compiling service statistics and creating service reports
Any other appropriate duties as reasonably required by your line manager, departmental manager or senior manager in delivering our strategic purpose and priorities.
Key Relationships
<ul style="list-style-type: none"> <li>• Advice Place Manager</li> <li>• Advice Place Deputy Manager</li> <li>• Advice Place Frontline Advisers</li> <li>• Advice Place caseworkers</li> <li>• Advice place volunteers</li> <li>• Students' Association Welcome Team Coordinator</li> <li>• Other Students' Association staff as appropriate</li> <li>• Service Users</li> <li>• Student representatives</li> <li>• External stakeholders, including University academic, administrative and support staff</li> <li>• External partners/contacts, including NHS Lothian, Shelter Scotland, Police Scotland etc.</li> </ul>

PERSON SPECIFICATION		
Job title:	Advice Place Receptionist / Administrator	
Person Summary		
<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>		
Knowledge & Skills (What they know and what they can do)	Essential	Desirable
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 systems and social media	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	
Qualifications	Essential	Desirable
Experience in a higher education or students’ association setting as staff or student		x
Experience (What they have done)	Essential	Desirable
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 dealing effectively and compassionately with customers who might be distressed	X	
Experience of working in a busy and thriving environment	x	
Experience of supporting volunteers		X
Attitude (Way of thinking and acting)	Essential	Desirable

Has a friendly and welcoming attitude.	x	
Happy to take on occasional evening and weekend work such as welcome week or an outreach event.	X	
Will strive to be open and clear in the information that we share to each other	x	
Will take a positive attitude to solving problems, generating ideas and bringing solutions	x	
Demonstrates a non judgemental compassionate approach	X	