

Recruitment Pack

Front of House Coordinator

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

This role sits within the wider membership services department, providing a high-quality service for students that they can shape, steer and be at the heart of. As Front of House Coordinator, you will represent GSU at Greenwich, offering excellent customer service to all visitors, overseeing GSU-operated spaces and effectively signposting to services.

Opening: 24/10/2024

Closing: 17/11/2024

Interviews: w/c 25/11/2024

Salary: £28,079-£31,602*

Hours of work: 35 per week**

*Successful candidates will start at the bottom of the salary banding

**Open to flexible working arrangements

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity please contact me at c.radcliffe@gre.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,

Connor Radcliffe

Engagement & Opportunities Manager



GSU PLAN 2026

**BECOME
YOUR BEST**

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

Candy Shack in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

Job Purpose

- To deliver a high quality Front of House service for GSU at Greenwich, offering excellent customer service as the initial point of contact for students, staff, stakeholders and public.
- To provide effective signposting to departments within the Students' Union and university services
- To provide administrative support to the Engagement & Opportunities team and maintain accurate records
- To take responsibility for maintaining Students' Union-run spaces at Greenwich

Reports to:

Engagement & Opportunities Manager (Greenwich)

Responsible for:

Supporting occasional student staff and UoG ambassadors

Location:

University of Greenwich, Greenwich Campus, Dreadnought Building with occasional travel to other sites as required.

Department

This role sits within the wider Membership Services department, together with other key areas consisting of; Activities, Sport, Academic Communities, Representation and Democracy, we provide a high-quality service for students, that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

Deliver a High-Quality Front of House Service

- Maintain a professional front of house service, providing fantastic customer service year-round to students, staff, university stakeholders and visitors to GSU
- Maintain responsibility for the GSU Welcome Desk, ensuring the space remains clean, tidy and presentable
- Effectively handle enquiries in person, via email and telephone, signposting appropriately in a timely, professional and friendly manner.
- Maintain Front of House systems to ensure information is up to date and relevant for specific campus needs, enquiries and programmes
- Develop online spaces to ensure students can access information to resolve queries
- Work closely with Front of House at Medway and Avery Hill to ensure consistency in quality of service across all campuses.
- Remain abreast of latest trends to ensure continuous improvements to meet the needs of our service users.

Coordinate Room Bookings and Facilities

- Work with the Engagement & Opportunities team to schedule bookings for students, staff and stakeholders in GSU-operated facilities
- Manage the GSU room booking system, including approving day to day meeting room requirements, ensuring a responsive service for users
- Ensure spaces are maintained in an appropriate way for upcoming bookings, support in set-up or rearrangement of rooms and reporting any issues.
- Monitor and report on GSU facilities use, reviewing processes and systems to ensure a high quality user experience
- Work with the Sales and Events team to ensure the needs of external clients in GSU rooms are met

Duties and Key Responsibilities

Office Assistance

- Ensure office spaces are kept tidy, safe and well-maintained, liaising with relevant support staff and suppliers.
- Take responsibility for inventory of all project equipment resources, including, Global Greenwich, GSU Move, Give It A Go and any other GSU related projects.
- Ensure all promotional materials are up to date and have relevant QR codes, links or information attached.
- Undertake training as a First Aid and Local Safety Officer
- Promptly report any maintenance or repair issues with items such as the printer/photocopier, social games within the campus they are based at
- Support GSU departments with admin tasks, including taking payments and issuing memberships
- In line with GDPR regulations - ensure you are treating any personal, information confidentially
- Elements of finance and administration, post handling, training and development, customer care and health and safety to all staff.

General Responsibilities

- Represent and be an ambassador for Greenwich Students' Union
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
- Maintain and improve competencies through continuous professional development
- Abide by organisational policies, codes of conduct and practices
- Support and promote diversity and equality of opportunity in the workplace
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and Project data
- Any other duties commensurate with the accountabilities of the post

Personal Specification

Experience

- Experience of administration and organisation of meetings and people
- Experience developing and maintaining effective systems for collecting, collating and reporting information
- Experience of delivering quality customer service in a large, fast paced environment
- Experience working with a range of stakeholders and partners

Skills and abilities

- Clear communication skills face to face and on the phone or email.
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently and effectively.
- Writing skills – produce basic reports and ability to write succinct documents according to instruction.
- IT skills at a level that supports report writing, email, internet and spreadsheets.
- Time management and organisational skills.
- Ability to engage and motivate others.
- Self-motivated with the confidence to work alone but can also work co-operatively and flexibly as part of a team.
- Ability to stay focused and efficient in the face on changing priorities day to day.
- Enthusiastic and able to take initiative during busy periods.

Knowledge

- Basic knowledge of Microsoft Excel, Word and Outlook
- Some understanding of a Students' Union and University environment
- Demonstrated understanding of the importance of confidentiality.

Education and Training

- No one specific qualification is required,

Personal Specification

Personal attributes and other requirements

- Able to travel within the Borough and Region, if required
- Able to work some evenings and weekends and stay overnight where necessary
- Commitment to working in a democratic environment with a helpful, friendly and welcoming attitude
- Strong organisational and planning skills and good time-management skills
- Ability to work independently or as part of a team
- Good interpersonal skills and the ability to communicate effectively both verbally and in writing
- Commitment to the principles and practice of equal opportunities and to working in a diverse workplace