

Responsible to: Guild of Students Coordinators

Summary of post: To work as part of the Guild of Students Welcome Team. To assist students with moving into University accommodation and helping them settle into new surroundings primarily during Moving in Weekend and Welcome Week Activities.

Hours of work:

Training – Thursday 19th September 2024 (compulsory for continuation of role)

Moving in weekend – Compulsory – Saturday 21st September with optional available shifts on Friday 20th & Sunday 22nd September.

Welcome Week – Week commencing 23rd September 2024 (A minimum of one 4-hour shift – multiple shift opportunities available)

Additional work – Outside of Welcome Week, additional shift opportunities will be communicated as and when required.

Duties and Responsibilities

1. To be part of the Guild of Students Welcome Team, as the first point of contact for students and their parents/carers during Moving in Weekend; support students with moving into their accommodation, giving directions, answering queries, and carrying their luggage.
2. To support the University Site Staff ensuring a smooth-running day/weekend for both parents and all staff involved.
3. To assist students in achieving a successful welcome and transitional period into University life, through promotion of the Guild of Students.
4. To conduct a flat meeting in order to complete a Shared Living Agreement, designed to encourage harmonious living within accommodation.
5. To be the public face of the Guild of Students and the University of Birmingham.

6. To observe Guild health & safety procedures, working safely at all times and reporting any potential hazards, faults or problems to the appropriate people.
7. To wear your t-shirt and name badge visibly at all times while working, and only when working.
8. To attend and complete the training, necessary to carry out the role.

Applicants will be able to choose if they would be available for, and willing to work on any additional duties which may occur after Welcome Week. These are outlined below.

9. To carry out other duties which naturally fall within the reasonable expectations of the role. These **may** include.
 1. Supporting various Guild services with the delivery of events.
 2. Delivering campaigns and information to University accommodation.

Person Specification: Welcome Team

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Demonstrate a strong customer service focus with an awareness of your impact on the student experience.
- Experience of working independently and using own initiative.
- Excellent listening and communication skills, with the ability to initiate contact with other students and encourage others to do so
- The ability to work effectively as a member of a team, and to take instructions and direction from others.

- Ability to ensure observation of service procedures, for example maintaining confidentiality.
- Ability to stay calm and friendly under pressure in a busy environment.
- Customer focused with attention to detail.
- Understanding of and a commitment to Equality of Opportunity
- Team focused approach
- Flexible
- Committed to continuously improving service delivery