

## **OFFICE ASSISTANT**

The purpose of the position of Office Assistant is to assist the Student Union with the smooth running of its administrative functions. Key to the role is staffing the Main (reception) Office, ensuring effective communication throughout the organisation and providing admin/IT support to staff and officers.

Based in a busy office the role requires high standards of customer service, a flexible approach and a commitment to the SU ethos & policies.

### **DUTIES**

1. To staff the SU Reception Office, ensuring all correspondence and enquiries are dealt with or referred on accordingly and users of the office resources are assisted as and when required.
2. To ensure the smooth running of the SU's Office communication systems such as post, telephones, fax, photocopier and e-mail.
3. To be responsible for the operation and cleaning of all Office equipment, reporting faults to the relevant staff/external agencies.
4. To provide staff, officers and volunteers with stationery and other office resources as requested, ensuring adequate supply and efficient usage.
5. To assist in providing administrative support to the General Manager particularly in the areas of personnel and building related issues.
6. To assist the General Manager in providing administrative/IT support to SU officers and staff including preparing correspondence, copying/circulating information and producing basic spreadsheets/databases/ presentation documents.
7. To assist with the administration of on-going projects and one-off activities such as staff recruitment and selection, event ticket sales and elections.
8. To assist with the work of the Finance and Commercial Services Manager including cashier duties, processing financial transactions and dealing with accounting paperwork.
9. To work with Student Activities officers to provide administrative support to SU clubs and societies.
10. To assist with bookings/usage of SU rooms and other resources available for student/external use.

### **GENERAL RESPONSIBILITIES**

All SU staff are expected to work within the ethos of the SU and strive to achieve the following:

1. To work co-operatively with other SU staff and officers, as well as relevant external organisations.
2. To adhere to the highest standards, especially of customer service.

3. To promote a positive and professional image of Winchester Student Union to its members, customers, stakeholders and other external people.
4. To maintain a flexible approach to duties and hours of work.
5. To observe the correct line management and reporting procedures at all times.
6. To observe strict confidentiality.
7. When on duty, to be of smart appearance and wear the appropriate uniform provided. Uniform must not be worn or must be completely covered, when not working.
8. No alcoholic drinks may be consumed immediately prior to, or on your shift. Anyone deemed to be under the influence of alcohol will be sent home without pay and may face disciplinary action.
9. No smoking is allowed on duty.
10. To fill in your time sheets in an accurate and timely manner - failure to do so may result in non-payment for some/all of your hours. To notify your line manager at least 48hrs in advance if you are unable to meet a particular deadline.
11. You are required to give one weeks notice in writing failure to do so may result in you not receiving your final pay.
12. You are expected to be available to work from the first day through to the final day of each term. Failure to do so without suitable mitigating circumstances may constitute a disciplinary act.
13. To follow the Student Union constitution and other policies at all times.
14. To undertake any training deemed necessary by your line manager(s).
15. To undertake any other appropriate duties at the request of your line manager or delegate.