

# Student Activities Administrator (Reception)

## Job description

Job title	Student Activities Administrator (Reception)
Department	Student Activities
Reports to	Student Activities Coordinator or Student Activities Manager
Location	Mandela Student Centre, Canterbury Campus
Hours	Zero hours contract – between 7-16.5 hours a week

## Our values

### Bold

We are brave and courageous; we stand up for students' rights. We are innovative, and we challenge the status quo.

### Inclusive

We welcome all people and appreciate uniqueness; we are champions of equality and diversity.

### Supportive

We look out for people; we want students to succeed in life, so we offer transformative experiences for them to get involved in.

## Purpose of role

This is an exciting opportunity for a current student to provide excellent customer service and support Kent Students' Union with the delivery of its frontline services. As the Student Activities Administrator (Reception), you'll play a vital role in creating a welcoming and supportive environment at the Mandela Student Centre, ensuring that all visitors feel informed and empowered.

You'll work closely with the three departments that make up KSU's Membership Services with a variety of administrative and customer-service based tasks. You'll be helping to keep student groups running smoothly, supporting students who access the KSU Advice service and acting as the first point of contact for students who are accessing our frontline services. Your role will be key to helping students to make the most of their time at Kent and supporting the Union with its charitable purposes.

## **Main duties and responsibilities**

- Provide excellent customer service and create a welcoming and comfortable environment for students, staff, and other visitors to the Mandela Student Centre.
- Show initiative and demonstrate a proactive and solution focused attitude towards resolving issues.
- Go above and beyond to exceed students' expectations whenever possible, actively engaging with students to understand and support their needs.
- Respond promptly to inquiries via phone, email, and in-person, offering accurate information and signposting to relevant KSU and University services where necessary.
- Handle student or visitor complaints in a calm and helpful manner, offering timely solutions or escalating when necessary.
- Be knowledgeable about events & activities currently happening at KSU & the University to confidently answer queries and promote involvement.
- Deliver general administrative support, including updating spreadsheets, handling post and parcel deliveries, and relaying messages to staff.
- Support the Student Activities and Student Voice departments with administrative processes such as reimbursements, Student Group spreadsheet management or general paperwork.
- Support students with accessing Campus Pantry and the KSU Advice service.
- Assist with the delivery of Union event throughout the academic year, including Welcome Fair, Open Days and Activities & Team Kent awards.
- Take responsibility for the opening and closing of the Reception area during your shift.
- Maintain a clean, professional, and well-organised Reception environment.

## **Expected behaviours**

- Act in a polite, enthusiastic, and helpful manner with all students and staff, ensuring satisfaction with the service provided.
- Act as an ambassador for Kent Students' Union, always upholding the Union's policies and procedures.
- Attend all relevant training sessions and meeting when required.
- Maintain a clean and tidy appearance while at work, wearing the provided uniform, if required.
- Uphold the highest standard of integrity and confidentiality.
- Observe punctuality and reliability at all times.
- Maintain open communication with line managers, keeping them informed of availability, and raising any issues promptly.

## Person specification

Criteria	Essential	Desirable
<b>Educational qualifications and training</b>		
A current University of Kent student, enrolled for the 2026/2027 academic year	✓	
Proficient in written and numerical skills	✓	
<b>Experience</b>		
Experience working independently and as a part of a team	✓	
Experience working or volunteering in a busy, customer-facing role	✓	
Experience of delivering high-quality customer service	✓	
Experience of working on administrative tasks		✓
<b>Knowledge</b>		
General understanding of Kent Students' Union, as well as an interest and enthusiasm for what KSU does	✓	
Knowledge of administrative processes or keen to learn them	✓	
Awareness of the challenges and opportunities facing students and Student Groups		✓
<b>Skills and ability</b>		
Strong IT skills (Microsoft Office, Microsoft Teams, spreadsheets, & email/helpdesk management)	✓	
Excellent organisation skills, time management, and attention to detail	✓	
Clear and confident communication and customer service skills	✓	
Ability to handle competing priorities in a busy customer facing environment	✓	
<b>Values, attitudes, and personal style</b>		
Commitment to personal and professional development	✓	
Respect for equality, diversity, and inclusion	✓	
Friendly, approachable, and professional attitude with a strong sense of pride in work	✓	
Strong commitment to working in a democratic and student-led environment	✓	