

## JOB DESCRIPTION

<b>Job Title:</b>	Student Activities Administrator (Reception)
<b>Department:</b>	Student Activities
<b>Reports To:</b>	Student Activities Coordinator or Student Activities Manager
<b>Location:</b>	Mandela Student Centre, Canterbury Campus
<b>Hours:</b>	Zero hours contract – between 3.5-16.5 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. 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 all visitors feel informed and empowered.

You'll assist the Student Activities Department with a variety of administrative tasks that help keep student groups running smoothly, from answering queries to managing daily operations. Your role will be key to helping student make the most of their time at Kent and fully engage with the opportunities the Union has to offer.

### **Main Duties and Responsibilities:**

- Provide excellent customer service and create a welcoming and comfortable environment for students, staff and visitors
- Demonstrate a proactive and solution focused attitude towards resolving issues
- Go above and beyond to exceed students' expectations whenever possible, actively engaging with members to understand and support their needs
- Respond promptly to inquiries via phone, email and in-person, offering accurate information and signposting to relevant services where necessary
- Handle student or visitor complaints in a calm and helpful manner, offering timely solutions or escalate when necessary
- Be knowledgeable about events/activities currently happening at the Union/University to confidently answer queries and promote involvement
- Deliver general administrative support via the reception desk, including updating databases, handling post and parcels and relaying messages to staff
- Support the Student Activities Department with administrative processes such as reimbursements, student group database management or general paperwork
- Assist with the delivery of Union events throughout the academic year, including Welcome Fair, Open Days and Awards season
- 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, courteous, 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 constitution, policies and procedures
- Lead by example and demonstrate a strong understanding of the Union's democratic structures
- Attend relevant training sessions and meetings 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><i>Educational Qualifications &amp; Training</i></b>		
A current University of Kent student, enrolled for the 2025/26 academic year	✓	
Proficient in written and numerical skills	✓	
<b><i>Experience</i></b>		
Experience working independently and as part of a team	✓	
Experience working or volunteering in a busy, customer-facing role	✓	
Experience building positive relationships with a variety of stakeholders		✓
<b><i>Knowledge</i></b>		
General understanding of Kent Students' Union, as well as an interest and enthusiasm for what Kent Students' Union does	✓	
Knowledge of administrative processes or keen to learn them	✓	
Awareness of challenges and opportunities facing students and student groups		✓
<b><i>Skills &amp; Ability</i></b>		
Strong IT skills (Microsoft Office, spreadsheets, databases)	✓	
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 environment	✓	
<b><i>Values, Attitudes &amp; Personal Style</i></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	✓	