

Role Description

Position	
Role Title	Customer Experience Assistant
Directorate	Business Development and Communications
Department	Marketing & Communications
Pay	Real Living Wage (£12.60 per hour)
Hours of Work / FTE	
Contract Type	Student
Reports To	Marketing Operations Manager

Principal duties and responsibilities

1. Support the Marketing Operations Manager to deliver an excellent customer experience to our members online and on campus. This includes leading on our events booking process for student societies and communities.
2. Identify students' needs and signpost them to appropriate LBSU or University services.
3. Upkeep of Welcome Desk and LBSU's communal spaces as instructed by the Marketing Operations Manager.

Key tasks

- Delivering excellent customer service to students online and in person at the Students' Union. Working with other team members to ensure that students always receive the best guidance.
- Answering queries and taking appropriate action. This includes signposting students to appropriate services such as LBSU Student Advice, SU Events, or University departments.
- Monitoring the Welcome Desk email inbox to ensure that we reply to students and stakeholders in a timely manner. This includes forwarding emails to other members of the SU and the University to ask for their guidance.
- Leading on our events booking process for student societies and communities. This includes managing risk assessments, external speaker forms, booking spaces on both campuses and ordering pizzas to ensure that student events run smoothly.
- Monitoring multiple different administrative platforms to keep events and tasks running smoothly. This includes Monday.com, Outlook and Microsoft Teams.
- General administrative and clerical support to the Students' Union, e.g., printing, buying kitchen supplies, keeping SU spaces clean, collecting marketing equipment, researching tasks for the Marketing team and other operational functions.
- Any other reasonable duties to advance the performance or profile of the Students' Union as directed by the Marketing Operations Manager.

Common requirements for all roles

- Play an active part in delivering key LBSU projects and events as directed.
- Perform other duties, commensurate with the grade and remit of the role.
- Have a commitment to your own and others' development and a willingness to undertake relevant training opportunities.
- Undertake Health and Safety duties and responsibilities appropriate to the post, always considering your own and others' health and safety.
- Work within the framework of the Union's Policies, Articles and Byelaws, ensuring that your work furthers the Union's core values and objectives.
- Act as a role model and create an environment which ensures all employees, visitors and contractors are treated fairly and with respect and professionalism.
- Embed sustainability into your working activities wherever possible.

Person specification	
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Awareness of Leeds Beckett Students' Union's activities on campus. • Experience in a role providing some level of customer service. • Knowledge of Leeds Beckett's campuses and buildings.
ABILITIES & SKILLS	<ul style="list-style-type: none"> • Ability to provide a good customer service experience. This includes being friendly, communicating clearly and maintaining boundaries. • Ability to take initiative whilst still seeking support where needed, e.g., assigning yourself tasks, updating other team members and writing clear handovers. • Strong organisation and administrative skills. • Strong written and verbal communication skills. • Proficient at the use of email and MS software such as Word and Excel.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> • A flexible, positive, and solution-focused attitude • Commitment to Leeds Beckett Students' Union's Mission, Vision and Values • Commitment to working as a proactive member of a team • Respect for the principles of client confidentiality • Commitment to the creation of an environment that promotes equality of opportunity whilst recognising and valuing diversity • Commitment to excellent standards of customer care • Commitment to work in a student-led, democratic environment