

Role Description

Position	
Role Title	Customer Experience Assistant
Directorate	Business Development and Communications
Department	Marketing & Communications
Pay	Real Living Wage (£12 per hour)
Hours of Work / FTE	16 hours
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.
2. Act as a 'host' figure for the organisation, welcome clients, put them at ease and identify their needs.
3. Upkeep of Welcome Desk and LBSU's communal spaces as instructed by the Marketing Operations Manager.

Key tasks

- Provision of an email, digital and face-to-face reception service for the Students' Union.
- Answering queries and taking appropriate action. This can include providing information to callers, signposting to other appropriate services or referring queries to other sections of the SU.
- Monitor email inboxes and ensure that we reply to members in a timely manner.
- Support our Advice Service with their triage system.
- Provision of general administrative and clerical support to the Students' Union; i.e. filing, ordering stationery, processing travel requests, printing 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. • Ability to take initiative whilst still seeking support where needed. • Strong organisation 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