Recruitment pack

Job Title Here

Queen Mary Students' Union

Welcome



Mike Wojcik
Chief Executive Officer

Queen Mary Students' Union is a diverse, student-led charity that strives to be at the heart of the experience of all students at Queen Mary.

The Students' Union is democratically led by students and elected officers. The Elected Officers are supported by our staff team. We offer students a range of activities, opportunities and commercial services, with profits reinvested back into the Students' Union.

It is our job as a Students' Union to ensure all our students get the most out of their time here. We work to ensure all activities and services we offer encapsulate our values and create an environment where together, we improve students' lives.

We need your help to achieve this. We are a thriving organisation with a diverse and engaged body of staff, made up of career part-time student staff. We have immense pride in what we do and are constantly striving to do better.



See our full strategy and our progress so far: qmsu.org/strategy



Our Elected Officers

We are proud to be a student-led, democratic membership organisation that is the voice of all students at Queen Mary. It's our job to represent students and ensure the University and wider community are listening to what our students have to say. We are committed to being at the heart of the student experience and our wide range of charitable and commercial services work hard to offer students opportunities to have fun, find a voice, be empowered and to get involved in a wide range of activities

Our staff team is a close-knit community. We are a fun, dynamic and exciting organisation to work for! We offer many opportunities to ensure staff develop both personally and professionally. There are many opportunities to deliver real change and make a difference.

Our mission

WE LISTEN. WE ACT. WE IMPROVE STUDENTS' LIVES.

Our vision

Our vision is for every student to feel they belong, in an environment where wellbeing, inclusion and community are at the core of everything we do. We will ensure every student is empowered to grow and thrive throughout their time at University and beyond into their future lives.

Our values



Our structure

Commercial Services



Qmotion Sport and Fitness Centre



Retail and Cafés



Venues and Events

Central Services



Cleaning, Facilities and Maintenance



Communications and Marketing



Finance and Administration

Charity Teams



Student Voice



Sport



Customer Services



Help and Advice



Student Engagement

Our work

Here are a few campaigns and projects from recent years. Working collaboratively with students, staff, and community partners, we've launched new initiatives, engaged thousands of students, and used their feedback to continually improve what we and the University offer. This is just a selection of our highlights.



This Girl Can

This Girl Can Week celebrates women in sport and aims to boost female participation in sport across our campuses. In 2018-19, 212 students participated in 14 events across the week. 12 students were also profiled on our online channels.



Liberation Campaigns

We organise, facilitate and manage events throughout the year as part of our liberation campaigns – Asian Heritage Month, Black History Month, Islamophobia Awareness Month, LGBT+ History Month and Women's Week. The campaigns see a number of events held on campus, touring exhibitions, online profiles and features and awareness raising content across our website and social media.



Reusable Mugs Save Thousands of Paper Cups Going to Waste

Since the introduction of our Students' Union-branded reusable mugs across our outlets and a new, increased discount of 20% when purchasing a hot drink with your own mug, our café has seen a huge increase in the numbers of people bringing their own mugs. Ground Café had 7,666 own mug sales in 2017-18, meaning thousands of single-use paper cups have been saved from landfill.

Staff benefits

We have a fantastic range of benefits for our Students' Union staff.

A full range of benefits are available to staff that will support their personal development and provide them with a secure and interesting working environment. Here are some of the staff benefits below:



- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays)
- Season ticket loan scheme
- Generous Pension scheme
- Cycle to work scheme
- Qmotion sport and fitness centre
- Employee Assistance Programme
- Flexible working practice (based on personal circumstances and working preferences)





Job description

Job details	
Job title	Qmotion receptionist
School/Dept/Institute Centre/Faculty	Queen Mary Students' Union
Reports to	Qmotion General Manager
Grade and salary	Grade 1 £27,887-£29,839 per annum) pro rota
Hours per week	Part-Time
Appointment period	Indefinite
Current location	Mile End
Work activity type	Admin/Operational/Technical and Support

Job context

Qmotion is the Students' Union run Sport & Fitness Centre, located on the Mile End campus and provides students, staff and the wider community with diverse and inclusive fitness facilities and services to enable an active lifestyle.

The facilities are open seven days per week, and this role will incorporate the working of unsociable hours including early mornings, late nights, weekends, and bank holidays, with main hours of work being but not limited too 6:15am – 6:00pm

Job purpose

To help to ensure that we provide a customer focused service within our Sport and Fitness Centre, by understanding and utilising our approved operational plans, aiming to meet or exceed the key performance indicators which have been set out, whilst striving to maintain a culture of excellence in all areas of operation.

This role will be responsible for helping to deliver the daily operations front of house alongside the rest of the reception team, fulfilling your responsibilities in accordance with established procedures and policies, and to complete administrative tasks to ensure the smooth running of an efficient and organised reception. Specific tasks within this role include selling memberships, sessions, products, handling all bookings and enquiries, including those for the promotion of Club Sport, QMSU Sport leagues, Community Sport, Get Active and other QMSU initiatives at reception.

Main duties and responsibilities

1. To provide a welcoming reception area and to ensure high levels of customer care and satisfaction and maintain a high degree of professionalism in all areas of work.
2. Ensuring the reception area is kept tidy and organised including marketing materials are relevant and up-to-date, resale items are stocked and arranged as required.
3. Handling all telephone and in-person enquiries with confidence. To respond to e-mails and be able to direct all messages to the correct person/s. To receive, monitor and direct deliveries.
4. To be able to ensure the smooth opening and closing of the reception area, assisting the manager with tasks such as daily checks, and cashing up.
5. To record all customer feedback and comments, and to ensure customer complaints are dealt with correctly and promptly, by directing to the relevant person when applicable.
6. Signing up members to the centre, entering membership data onto the system, collecting the relevant details for all membership types, including bank details for direct debits.
7. To accurately handle cash, card, and online payments across two tills.
8. Attend meetings and training as required, including receptionist review sessions, and health and safety courses.
9. Any other duties as may be reasonably expected by your line manager.
10. To carry out responsibilities with regards to QMUL equal opportunities and health and safety procedures.
11. Acting as Duty Manager when needed, ensuring the facility opens & closes on time, performing routine health & safety checks of the facility, monitoring staff performance and reporting any issues to the relevant manager, dealing with customer queries and complaints in a professional and courteous manner, cashing up tills at the end of each day, reporting any maintenance problems to the Estates Department, and providing first aid to anyone injured within the facility.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these
Essential: Requirements without which the job could not be done.
Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
5 GCSEs grades A-C/9-4 (including maths and english)	☒	☐
First aid at work qualification	☐	☒
Experience/Knowledge		
Ability to multi-task with confidence and efficiency	☒	☐
Excellent customer service skills.	☒	☐
Confident in sales and marketing	☐	☒
Ability to use own initiative to complete day to day tasks	☒	☐
Calm & confident when dealing with the general public with an enthusiastic approach to work	☒	☐
Proven communication, and interpersonal skills with a wide and diverse range of personel	☐	☒
Eagerness to learn new skills and become proficient in these new skills	☐	☒
Skills/Abilities		
Good understanding of the needs of students	☐	☒
Hard working, reliable, and trustworthy	☒	☐
Computer literate with a good knowledge of Microsoft Office software (including Outlook, Word, Excel, PowerPoint)	☒	☐
Experience of working with EPOS/till systems	☒	☐
Good organisational skills and ability to work well under pressure	☐	☒
Good oral and written communication skills	☒	☐
Other		
Ability to work unsupervised, have a pro-active approach to work	☒	☐

Ability to perform complex task with accuracy and attention to detail	☒	☐
Passionate and enthusiastic about improving the student experience	☒	☐
Empathy with the aims and values of Queen Mary University of London Students' Union	☒	☐
Willing to attend training, courses, meetings, and conferences as needed	☒	☐
Willing to work off site, and unsociable hours including early mornings, late nights weekends and bank holidays as needed	☒	☐
*The ability to meet UK 'right to work' requirements.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be ask to bring their passport or another acceptable form of evidence to verify their right to work.

Daniel Crooks-May

Qmotion General Manager

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