

Job Description & Person Specification



Job title:	Front of House Assistant
Reports to:	Central Services Manager / Front of House Coordinator
Working hours:	Up to 20 hrs per week – 10am-4pm
Salary:	£14.80 (London Living Wage)
Location:	Based across seven UAL central London sites.
Last reviewed:	12.08.2026

JOB PURPOSE

- Being the first point of contact and providing a high-quality service at the Students' Union Helpdesk; handling enquiries from students, Students' Union colleagues, university colleagues and external organisations
- Providing administrative and operational support to the Central Services department and the wider organisation
- Supporting the maintenance, and health and safety of the Students' Union office and general spaces

KEY RESPONSIBILITIES

1. Being the first point of contact and providing a high-quality service at the Students' Union Helpdesk; handling enquiries from students, Students' Union colleagues, university colleagues and external organisations

- Be a welcoming and professional front of house Students' Union representative responding to walk-in enquirers in a timely and appropriate manner
- Signposting and assisting face to face enquiries, telephone calls, voicemails and emails as appropriate in an agreed time. Following the established processes and templates as instructed by a supervisor to

ensure the front of house operates efficiently and is able to deal with a wide range of enquiries across all campuses.

- Maintain a presentable and professional office space, especially the helpdesk and waiting area
- Receive incoming post and prepare outgoing merchandise orders for the post room.
- Track enquirer interactions to generate insight and subsequent service improvement, reporting regularly to the wider team

2. Providing administrative and operational support to the Central Services department and the wider organisation

- Support Central Services with retail and merchandise operations (including activities and events)
- Support Central Services with office and spaces management operations
- Support Central Services in the timely, accurate and efficient procurement of office supplies, equipment, and stationery
- Support Central Services in liaising and following up with university's Estates and IT helpdesks with maintenance tasks and IT queries
- Support Central Services in keeping the Students' Union offices tidy, organised, and well stocked
- Support the Students' Union Advice service by greeting students in a sensitive and confidential manner and helping them to book appointments if needed
- Signposting and assisting with other Students' Union teams' queries and operations (including activities and events where necessary)

3. Supporting the maintenance, and health and safety of the Students' Union office and general spaces

- Support Central Services in liaising with the university's Facilities team, visitors, maintenance, and post room
- Ensure that the office space is clear of hazards

- Support Central Services in managing the near miss and incident reporting process, producing reports as required
- Daily, weekly and termly Health and Safety checks, reports and action with guidance from line manager
- Support Central Services in monitoring First Aid boxes and usage

General Duties:

In addition, all staff have the following general duties in their job descriptions:

- ☐ To deliver and develop targets outlined in the Union's strategic plan.
- ☐ To contribute and assist in the Union's planning processes and the review of its performance and systems.
- ☐ Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- ☐ To always observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- ☐ To undertake your own administrative duties.
- ☐ Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- ☐ To take ownership of, their Induction, Personal Development, their role within Departmental Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- ☐ A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's and welcome festivals and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally, of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice are the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by the line manager

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I)
Knowledge		
Exceptional understanding of customer service principles	Job related knowledge	A/I
Basic knowledge of Health and Safety and of data protection regulations and confidentiality	Job related knowledge	A
Understanding of MS Teams and Microsoft Office 365 software including Excel, Word, Outlook	Achieving & Delivery	A
Ability to see the bigger picture and make suggestions for process improvement	Continual Improvement and Seeing the Bigger Picture	A / I
Skills		
Good organisation skills, including the ability to prioritise tasks when managing a broad workload while paying attention to detail	Technical skills	A / I
Ability to build relationships with stakeholders and service providers	Teamwork	I
Ability to work as part of a team and to work independently	Teamwork	A / I
Ability to communicate effectively and to adapt to different customers including students, colleagues, external organisations, University colleagues	Communication	A
Have a confident telephone manner and the ability to deal with difficult conversations	Communication	A / I
Behaviours		
Desire to work within a democratic, student-led environment	Student focused	A / I
Takes ownership and responsibility for tasks, asking for support from line manager when needed	Accountability	A / I
Committed, positive and approachable with a 'can do' attitude	Personal effectiveness	A / I