

RECEPTION ASSISTANT ROLE PROFILE

At the Guild, student staff don't just support what we do, you shape it. This paid role gives you the chance to get involved in meaningful work, build real experience, and make a difference to student life at Exeter.

Role:	Guild Reception Assistant
Working hours:	Shift based, opportunity for 3+ hours a week
Pay:	£15.07 per hour
Supported by:	Campus Engagement Manager and Reception Supervisor

In your role you will interact with and support departments across the Students' Guild, in addition to ensuring students are aware and know how to access our services and opportunities. As a key point of contact for our members, you will play a vital role in upholding and representing our brand and values ensuring every interaction is impactful and informative.

What you'll be doing

- Provide excellent customer service by creating a welcoming and comfortable environment that is supportive.
- Managing everyday enquiries, both face-to-face and through our digital helpdesk, ensuring responses are timely and accurate.
- Supporting the administration of student-led groups and activities, including processing of invoices and expenses, post, storage access and room bookings.
- Providing administrative support to all Guild Departments as required, including data processing and recording.
- Be knowledgeable about and ready to discuss all upcoming Guild Events.
- Signpost to, where appropriate, the Guild's Advice Services ensuring students know how to access and find resources.
- Providing general information and signposting students on issues relating to the University and the services provided.
- Ensuring that relevant promotional content is well-distributed across student areas.
- Taking care of our reception and student facing spaces, ensuring they are kept tidy and available for use.
- Listening to students needs and feeding this back to the Campus Engagement Manager to enable continual improvement of the service





- Ensure compliance with the Guild's and relevant University policies and all relevant legislation – including Health and Safety, 1994 Education Act, Safeguarding and Data Protection.
- Actively engage in student-facing projects and activities of all kinds as required.
- Be an enthusiastic advocate for student leadership and the organisation's values.

What you'll gain

- Communication- Learning how to adapt your approach to suit a range of contexts and maintaining excellent internal and external working relationships.
- Problem Solving- Opportunity to build initiative to deal with issues that may arise.
- Teamwork- Collaborating with other Reception Assistants and across wider staff and student staff teams in delivery of our Reception Service.
- Customer Service- Opportunities to build customer service skills, including active listening and empathy when communicating with members.

Skills/Experience you need

- Interest in engaging diverse groups of members or customers with services and opportunities.
- Some experience supporting the administration of processes, systems or services.
- Time Management: Able to demonstrate effective time-management skills and to take responsibility for prioritising workload and tasks.
- Customer Service: Able to demonstrate a commitment to excellent customer service .
- Teamwork: Able to work collaboratively with others, both as part of a team and across different departments.
- Inclusivity: Capable of understanding and meeting the needs of diverse individuals and groups





- Problem Solving: able to spot issues and opportunities and apply creative solutions to challenges.
- Adaptability: able to adjust your approach to changing or new situations.
- A demonstrable commitment to our values.
- Shares a genuine interest for working in a democratic, student-led environment and championing student leadership.
- Demonstrates a commitment to equality, diversity and inclusion.

Key dates

- Shortlisting: 22nd – 24th July 2026
- Interviews: 30th July 2026
- Start date: 1 September 2026

