

ROLE DESCRIPTION

Welcome Team

Purpose

Members of the Welcome Team will be responsible for welcoming new students to Cardiff University, helping students receive their ID card and promoting Students' Union services. This is an unpaid voluntary opportunity that will provide help and support to new students, easing them into student life. Appropriate training will be provided.

Responsibilities

- I. Meeting and welcoming students when they first arrive at Cardiff University so that they have a positive first impression.
- II. Helping students move in and settle into halls. Safely helping students carry belongings from cars and talking with parents and guardians.
- III. Having conversations with new students about all of the fantastic services and activities on offer from the Students' Union and wider University.
- IV. Directing students and giving tours around the Students' Union and wider University.
- V. Helping Students' Union staff administer the ID card pick-up system and helping students navigate the queue-less system.
- VI. Answering simple enquiries from new students and their family and friends and making sure students are aware of the exciting Freshers activities they are able to get involved in.
- VII. Championing Students' Union opportunities such as 'Give it a Go' and the Buddy Scheme and ensuring new students know about welfare and support services.
- VIII. Assisting with International Student pick-ups from Heathrow, Bristol and Cardiff airport.
- IX. Engaging with all other duties



Requirements

Customer Care

- X. We ask that you ensure the highest standards of customer service and honest communications are maintained at all times.
- XI. We ask you to ensure that all systems, policies and procedures are respected and you encourage customer feedback, whether positive or negative, in a courteous manner.

Supervision

- XII. While acting in this capacity we ask that you follow all reasonable instructions provided by Team Leaders and Students' Union Staff.
- XIII. Authority and direction for Students' Union staff is delegated from the Union's Trustees, via the Chief Executive, Directors and Heads of Department.

Training and Development

- XIV. The Union will provide appropriate training and development opportunities to allow you to dispense the duties of the role. It is requested that you engage with those opportunities.

Health and Safety

- XV. To respect and following mitigating instructions from the Welcome Team risk assessment and ensure that the Union's Health and Safety Policy is adhered to at all times.
- XVI. To assist in ensuring the health and safety of students, suppliers and visitors to all department sites/work areas.
- XVII. To follow instructions of Students' Union fire wardens.

The Environment

- XVIII. To minimise any negative impact of the Students' Union on the environment and support activity to promote sustainable and carbon-neutral operations.

Values and Vision

- XIX. To promote equal opportunities, and uphold the vision and values of the Students' Union.

Special Notes

- XX. We would ask that you contribute to the positive image of the Students' Union and wider University.
- XXI. In some parts of the role you may be expected to respect to a confidentiality policy.
- XXII. The role could be carried out in any part of the Students' Union or University premises.

