

Recruitment Pack

**Greenwich Front of House
Administrator**

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

This role will support the Front of House function at Greenwich Campus, staffing the Welcome Desk in Dreadnought Building. Responsibilities include enquiry management, signposting, overseeing room bookings, and supporting with basic administrative tasks. The role aims to uphold the high standards of quality and professionalism that students have come to expect from our services.

Opening: 15/09/2026

Closing: 30/09/2026

Interviews: w/c 5th October

Salary: £12.71 per hour

Hours of work: 10am - 3pm Monday to Friday, flexible around timetables. Up to 20 hours per week.

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity please contact me at c.radcliffe@gre.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,

Connor Radcliffe

Greenwich Campus Engagement & Opportunities Manager



GSU PLAN 2026

BECOME YOUR BEST

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

Candy Shack in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application form. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

Job Purpose

To support the Front of House function at Greenwich Campus, staffing the Welcome Desk in Dreadnought Building. Responsibilities include enquiry management, signposting, overseeing room bookings, and supporting with basic administrative tasks. The role aims to uphold the high standards of quality and professionalism that students have come to expect from our services.

Hours of work

Up to 25 hours per week, Monday – Friday 10am – 3pm with ability to be flexible around timetables.

Reports to

Campus Engagement & Opportunities Coordinators

Department

This role sits within the wider Membership Services department, together with other key areas consisting of: Activities (Global Greenwich, GIAG, GSU Move), Sport, Academic Communities, Representation and Democracy and the Advice Service

We provide a high-quality service for students that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

- Support the Front of house coordinator and the societies coordinator to effectively administer student group activity, including room bookings, risk assessments and promotion.
- Provide excellent customer service by handling in-person inquiries, welcoming guests, and directing them to relevant services like the Student Centre and GSU Advice.
- Offer administrative support to the Engagement & Opportunities team, maintaining accurate records, such as event attendee lists and feedback forms.
- Support the GSU Welcome Desk, ensuring the area, including Atrium and bookable rooms, are clean, tidy, and well-organised.
- Support FOH with managing resources, including the inventory for all spaces.
- Work with the Engagement & Opportunities team to effectively market activities and services.
- Act as an ambassador for GSU Activity programs, promoting the various opportunities available to students on campus.
- Collect and report project data, including participant numbers, feedback, and photographs.
- Provide regular updates to the Campus Engagement & Opportunities Coordinators and Managers.
- Perform administrative duties for GSU and other departments as needed.
- Assist with major events such as Varsity, Activities Awards, and Welcome.
- Monitor inventory of equipment for the entire Engagement & Opportunities Department.

Personal Specification

Knowledge and Experience

- Understanding of the student experience, including key services at the University and GSU
- Experience engaging customers
- Experience using Office365 including Microsoft Word and Excel

Skills & Abilities

- Effective oral and written communication skills
- Excellent organisation and administrative skills
- Good interpersonal skills and the ability to deal effectively with a range of stakeholders, including students and GSU staff.
- Able to work independently with direction from Engagement and Opportunities Coordinators
- Ability to meet deadlines and communicate progress

Other Requirements

- Have an interest in developing community engagement on campus
- Committed to principles of equal opportunities
- Enthusiastic and approachable
- Ability to be flexible with hours of work to suit activity. This may sometimes involve events past 5pm with little staff oversight.