

# Reception Administrator



Candidate Job Pack  
May 2025

Huddersfield  
**Students'**  
**Union**

# Welcome

Huddersfield  
Students'  
Union

Hello!

It's great that you are interested in joining our team at Huddersfield Students' Union as our Reception Administrator.

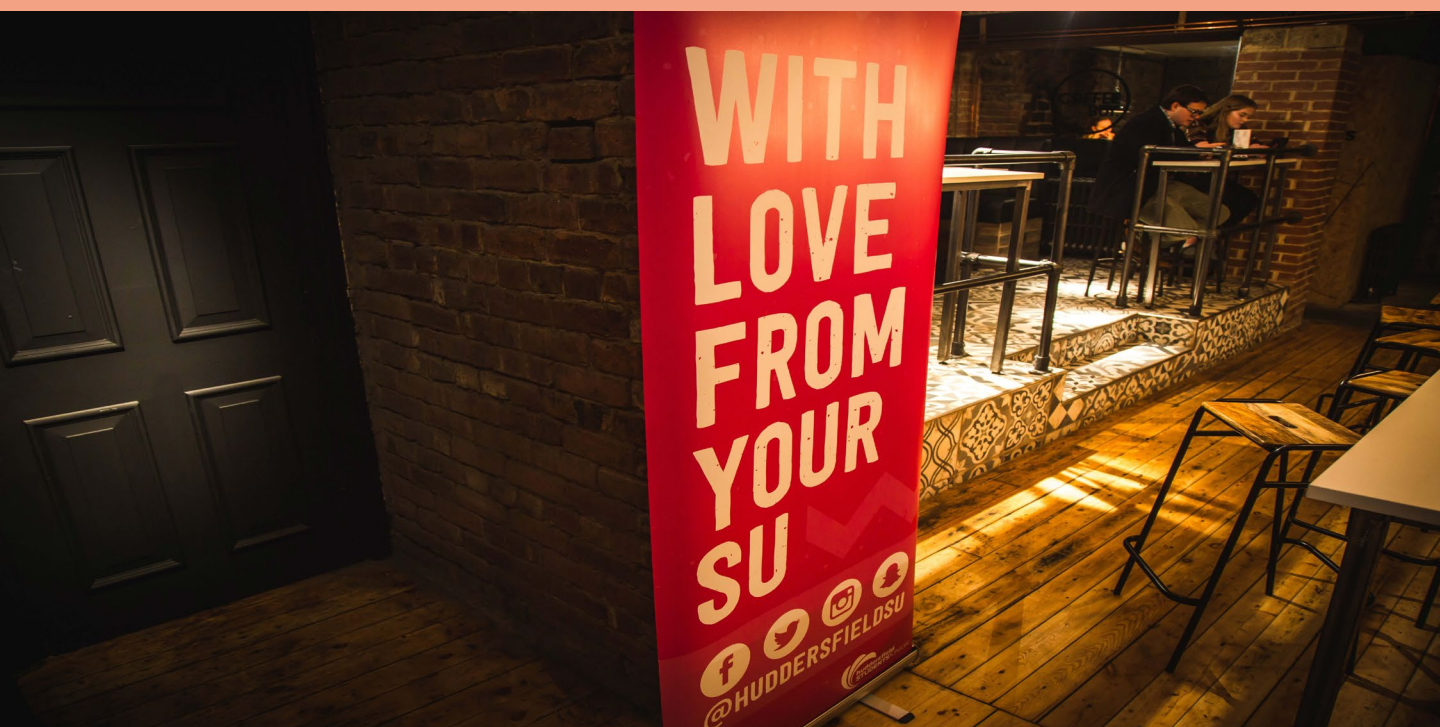
This is an exciting opportunity to take on a brand-new role, working alongside the HR team and taking ownership of our busy SU reception area.

Your role will include:

- Greeting students and visitors with a warm, professional welcome,
- managing phone calls and the main HSU email inbox,
- supporting ticket sales, redemptions and refunds for our big events,
- managing bookings for our busy Advice Centre,
- providing administrative support to the HR team,
- supporting wider team projects and events with effective administration.

We are looking for someone who passionate about providing exceptional customer service to students, visitors and colleagues. You will be highly organised and be able to use online systems and platforms, such as Microsoft Office and Teams.

If this sounds like you, then keep reading to find why HSU is a great place to work, and what we can offer you in this role.





# About HSU

Huddersfield  
Students'  
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Huddersfield Students' Union (HSU) is an independent, student-led charity. Everything we do supports our mission to 'make student life better'.

We aren't your typical students' union, located in a Yorkshire market town with most of our students commuting to study. We are central to the University experience for all students and work to support all aspects of student life for the 15,000 students here at Huddersfield University.

Our mission is to 'make student life better' and we do this by providing a platform for good, creating a community where all voices are equal, and everyone is free and safe to express themselves. Giving students opportunities to enjoy good times with friends and feel supported on their path through Huddersfield University.

We do this by running a programme of events and activities throughout the year, looking after student sports teams, academic, hobby, and faith-based societies and through our student networks. Our Representation Team are here to give a voice to all students on campus through campaigning, activism and Officer elections and our dedicated, independent Advice Centre Team work tirelessly to make sure that students are fully supported throughout their time at university.



**Your Officer Team.**

# Let us introduce ourselves...

To put it simply we are a charity based on campus, led by students for students; which exists to make student life better. Although we work closely with the University, we're a completely independent organisation. This means we're 100% focused on representing our members, the 15,000+ students at the University of Huddersfield.

## Our Vision.

By 2025 all Huddersfield students will agree that we help them to develop the life skills they need to make and shape their future.

They will understand and value being part of the HSU community.

## Our Mission.

Our strapline is "making student life better", which condenses our vision into one short sentence. We use this on a lot of our externally facing communications, as well as internal, to build our reputation as an organisation that students can rely on.

## Our Values.

### Inclusive.

We are inclusive because we want everyone to feel that they are part of the HSU family, whether students or staff. We want our organisation to reflect the diversity of our members and be accessible to every Huddersfield student.

### Empowering.

We are empowering as we want our staff and students to feel like they can try new things, be creative, innovative and enterprising and not feel constrained by structures. We want our culture and working practices to be agile and flexible so that they are the best they can be.

### Engaging.

Being engaging is about providing opportunities to connect with each other, be supportive, have fun and provide a variety of ways to be part of the HSU community.

### Integrity.

Everything we do will be driven by integrity: we want students to see us as an organisation that is fair, ethical and honest in our work and in the way we interact with them.

[Find out more about our Strategic plan here](#)



# Huddersfield Students' Union in the past 5 years...

**41,631**  
students  
attended  
events.

Students have raised  
**£21,049**  
for charities.

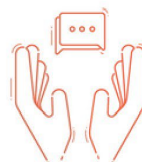


**3824**  
students  
voted on  
Big Ideas.

The Advice Centre dealt with

**36,889**  
enquiries

and **7591**  
appointments.



**We  
have  
paid**

**£648,579**  
in student staff wages.



**9574** members of Clubs  
and Societies.



Find out more: [www.huddersfieldsu.co.uk](http://www.huddersfieldsu.co.uk)

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# Our Student Leaders

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Huddersfield SU is led by a team of 4 elected Officers who campaign and lobby for change across the University to improve the student experience.



## **Wamick Aijaz - President**

Originally from Jammu & Kashmir, India, Wamick (he/him) first became involved with the HSU as President of the Jammu & Kashmir Society. Starting as an Events and Retail Assistant in the HSU shop, he later served as Equity Officer before being elected President. Wamick graduated last year with a degree in Business Management, which included a placement as an Administrative Assistant in Manchester. Throughout his student life, Wamick has been actively engaged in various sports clubs and societies, particularly Cricket and Football.



## **Bethany Murphy - Activities Officer**

Bethany (she/her) is widely recognised from participating in various clubs and societies, including the pole fitness committee. This year, she graduated with a bachelor's degree in Fashion Design with Textiles, so certainly knows how it feels to be a student at Huddersfield University. Bethany is very excited to work on improving student engagement across all societies and creating more collaborations across campus.



## **Irfan rashid Rather - Education Officer**

With an MSc in International Business with Project Management, Irfan (he/him) has been actively involved in various roles within the Students' Union, including as an Events Assistant and Retail Assistant, which have given him valuable insights into student life. As a volunteer Peer Supporter at the HSU Advice Centre, he developed a passion for listening to people and understanding their concerns. This role allowed him to connect with many students and offer support and guidance.



## **Freya Askwith-Martin - Equity Officer**

Freya (she/her) grew up in a small village called Tibshelf in Derbyshire. Freya chose Huddersfield University because it was one of the few that offered a joint course in Sociology and Psychology. Freya also appreciates the close-knit feel of living in a small town and the convenient layout of the campus. In her second year, Freya served as the social secretary for the Thai boxing sports club, pursuing the position of Equity Officer because she loves working with and supporting students.

# How we are run

The logo for Huddersfield Students' Union is a magenta circle containing the text "Huddersfield Students' Union" in white. "Huddersfield" is in a smaller font, "Students'" is in a larger font, and "Union" is in a smaller font.

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Our Officers are supported by a talented and enthusiastic team of permanent staff along with a growing team of part-time student staff, all dedicated to the performance of the Students' Union and ready to take risks and be bold.

## Governance

Our Board of Trustees is responsible for directing the work of Huddersfield Students' Union. The Board oversees our strategic plan and ensures that we are well run as a charity, including financial and legal security. Our Board is made up of the 4 elected Officers, 2 Student Trustees, and 5 External Trustees that bring experience and knowledge.

Our Articles of Association and By-Laws set out the fundamental principles of our governance, such as our charitable nature, membership, and leadership structure. You can find more detailed information on our Governance [here](#).

## Finances

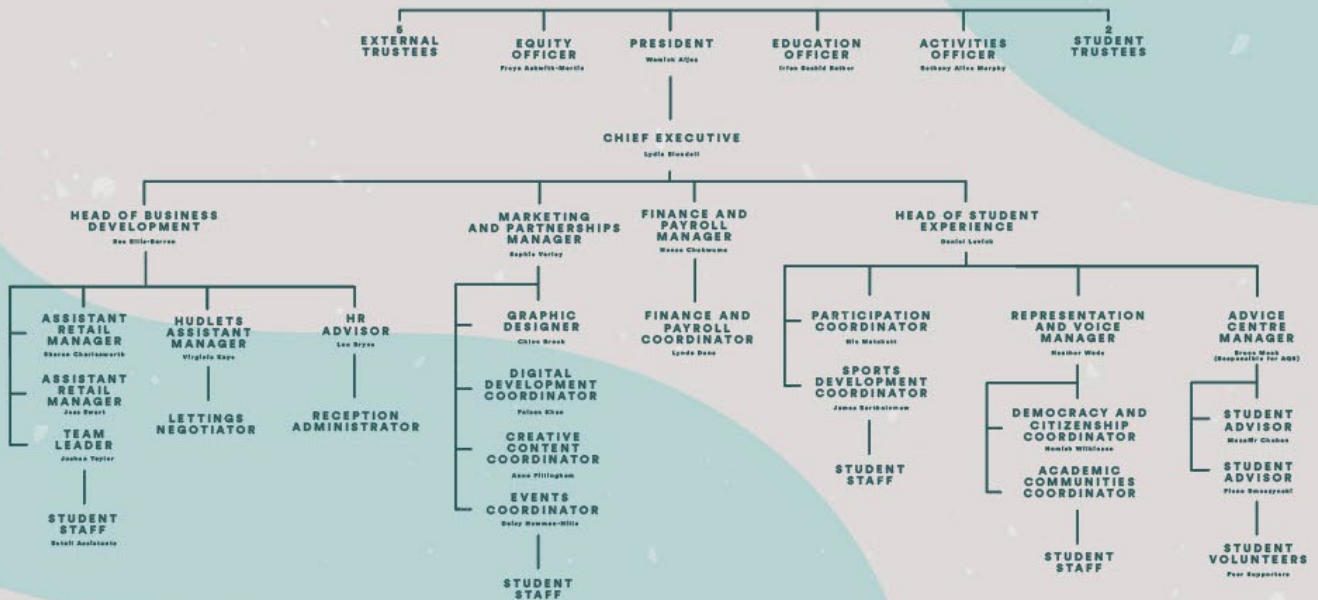
As a charity, the Students' Union does not make a profit, and all of our income is spent on services and opportunities that benefit Huddersfield students. Our main revenue comes from three sources: a set amount of income each year from the University through an annual block grant, predominantly retail activities, and income from HudLets, the accommodation arm of the Students' Union.

HudLets, along with other commercial activities, including our recently refurbished shop space and online retail site, will provide the key financial focus for the Students' Union over the next 12 months



# Our structure

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Our Team.

[Click here to meet the team](#)



# Working at HSU

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Based right in the heart of a bustling market town, Huddersfield University offers a unique experience for students. The majority of students who study at the University live in the surrounding area and commute to study rather than live on campus.

We understand that balancing work and home life isn't always easy, and we aim to make Huddersfield Students' Union a great place to achieve work-life balance. It's important to us that our employees thrive both at work and at home.

This role is 20 hours per week, with fixed hours between 10am and 2pm, to support our core operating period.

HSU are also a Mindful Employer and are proud to make a commitment to supporting mental health in the workplace.

## Benefits

HSU are committed to providing an outstanding employee experience by giving our staff the recognition they deserve. We offer a generous 29 days annual leave entitlement that increases with length of service up to 34 days. That's on top of days off for your birthday, volunteering days and time for family leave, as well as additional closure days over Christmas and New year.

We also offer a number of other benefits to support our staff. We support access to training and development, often in partnership with the University staff development and academic teams. We also offer matched pension contributions at 6%, subsidised eye tests and vaccinations, enhanced parental leave, and wellbeing and mental health support.





# About the University of Huddersfield

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The University of Huddersfield is a growing centre of research and excellence and always pushes the boundaries of knowledge. Since 2008, £156 million has been spent on campus development making sure students have access to some of the best facilities in the country.

The University of Huddersfield has been rated Gold in all three aspects of the Teaching Excellence Framework (TEF) 2023. It was the only university in Yorkshire and the Humber and the Northwest to achieve Gold ratings in all three aspects of the TEF among those announced in September 2023.

Further proof of teaching excellence; staff rank in the top three in England for the proportion who hold doctorates, who have higher degrees, and hold teaching qualifications (HESA 2022).

The University of Huddersfield won the first Global Teaching Excellence Award recognising the University's commitment to world-class teaching and its success in developing students as independent learners and critical thinkers (Higher Education Academy, 2017).

The University is first in the country for National Teaching Fellowships, which mark the UK's best lecturers in Higher Education, winning a total of 22 since 2008 (2023 data). World-leading applied research groups in biomedical sciences, engineering and physical sciences, social sciences and arts and humanities.

The University of Huddersfield became the Times Higher Education University of the Year in November 2013. Judges highlighted the University's outstanding record for student satisfaction and employability with the University placed in the top ten in the country in both categories.



## Statistics from the 2023 staff survey...

**85%** —  
are proud to  
tell people  
they work  
for HSU. 😊

**95%** believe  
their manager  
trusts and  
respects  
them. ==



**93%** says  
the  
organisation  
**values**  
diversity. ==

**89%**



believe the  
organisation helps  
them acquire skills  
and knowledge that  
benefits their future  
career. ==

**92%**

feel the organisation  
has strong values.



**93%**



say the organisation gives  
a high priority to  
employee welfare.





# About the role

The logo for Huddersfield Students' Union is a pink circle containing the text "Huddersfield Students' Union" in white, with "Huddersfield" on the top line, "Students'" on the second line, and "Union" on the third line.

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**JOB TITLE:** Reception Administrator

**SALARY:** £24,477 full time equivalent/£13,231 pro rata

**REPORTING TO:** Head of Business Development

**LOCATION:** Huddersfield Students' Union

**CONTRACT TERMS:** 20 hours p/w, 10am to 2pm, fixed term for 2 years

## Purpose

The Reception Administrator will ***make student life better*** by developing a welcoming first point of contact for students and visitors and assisting the wider HSU team in the daily administration of the office.

## Accountabilities, Responsibilities, Duties

### Student Reception

- Be the first point of contact at the HSU reception desk, providing excellent customer service to all students, staff and visitors.
- Answer the HSU main phone, providing a switch board service as required.
- Manage the main HSU. email account, answering enquiries or signposting as appropriate.
- Take ownership of the SU floor and office space, ensuring they are tidy and well presented.

### Membership Services Support

- Support the Advice team with managing bookings and signposting students to appropriate University and third-party services.
- Support the Events and Participation teams to process ticket sales, redemptions and refunds for events.
- Support the Voice & Representation team with administration of student Panels.
- Provide ad-hoc administrative and project support across the wider HSU team as required.

### Office Admin Support

- Arrange meeting room bookings and set-up including refreshments where required.
- Maintain stationery and photocopier supplies, being mindful of the organisation's stance on sustainability.
- Use the Planon system to Liaise with the University Estates department regarding maintenance of the Students' Union facilities.
- Manage incoming and outgoing post for the Students' Union.

# About the role

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## Accountabilities, Responsibilities, Duties continued.

### HR Admin Support

- Provide general administrative duties for the HR department including scanning, photocopying, filing.
- Supporting the organisation of recruitment and induction, including managing bookings and being a point of contact for candidates.
- Provide administrative support to the annual student staff recruitment.

### Travel and Away days

- Support the planning and arrangements for staff away days and social events.
- Arrange and book travel and accommodation for staff, Trustees and visitors as needed and in line with the organisation's stance on sustainability.

### IT and Communication

- Maintain the HSU staff calendar.
- Liaise with the University IT team to maintain and update HSU staff mailing and contact lists.
- Monitor and renew staff affiliate status.



# About you

The logo for Huddersfield Students' Union is a magenta circle containing the text "Huddersfield Students' Union" in white. "Huddersfield" is in a smaller font above "Students' Union".

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## Experience

- Experience of working in a fast-paced environment, preferably with an element of customer service.
- A proficient knowledge and ability with the Microsoft Office package, particularly Word and Excel.

## Skills and abilities

- Strong organisation skills with an ability to juggle multiple tasks simultaneously.
- High quality writing skills with an ability to draft formal emails
- Strong time management and organisation skills – able to meet deadlines and cope with varying

## Values and behaviour

- A commitment to maintaining confidentiality and acting with diplomacy.
- A passion for exceptional customer service.
- A commitment to the principles and practices of sustainability.
- A commitment to the principles and practices of equality, diversity, and inclusion
- An attention to detail and commitment to quality.
- Willingness to undertake training and development to support your role and future goals.
- Willingness to support the wider Union's activities and events e.g. Welcome Festival, Elections
- Willingness to share your skills with colleagues to support peer-to-peer learning in the workplace.



# Role Benefits

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## Staff Benefits

- 29 days annual leave, excluding bank holidays.
- An additional day off per year after 1 year's service, to a maximum of 34 days.
- Additional closure days between Christmas and New Year.
- A day off for your birthday.

## Pension

- Employee contribution: 6%
- Employer contribution: 6%

## Additional benefits

- Access to Employee Assistance Programme.
- 1 paid for professional membership per year (where relevant to the role).
- Staff away days.
- Mental Health First Aid support.
- 3 days of paid family leave in addition to statutory time off.
- Enhances statutory leave.
- Ongoing support for personal and professional development.

### Imposter Syndrome?

Imposter syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative, or talented as we may seem. It often strikes when applying for a job, and it has long been thought to disproportionately affect marginalised groups. If you recognise feelings of imposter syndrome when applying for a role, you'll find useful tips to help overcome it [here](#).

# Next Steps

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Please ensure you have read the full Recruitment Pack before applying. Please complete the online application form, linked below. You will be asked to answer the following questions related to the role:

1. Students' unions serve a diverse student body. How would you ensure every student feels heard and valued, even when handling challenging queries?
2. How would you create a warm and approachable environment for students visiting the reception area, especially those who may be nervous or unsure about their queries?
3. What experience do you have with office management software, such as Microsoft Office and Teams? Can you describe how you've used these tools to streamline administrative tasks?

Please respond to the questions with a maximum of **400** words. You may wish to prepare your answers to the questions on the form in a separate document, to avoid losing your responses before you submit them.

**The closing date for applications is**

**Midnight on Sunday the 6th of July 2025**

Please reserve the following date in your diary when you apply: **Interviews at Huddersfield Students Union on Thursday the 17th of July 2025**

If you have any queries or would like to arrange an initial, informal discussion about the role please contact our HR team by emailing [su.jobs@hud.ac.uk](mailto:su.jobs@hud.ac.uk)



# We look forward to hearing from you

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## Guaranteed Interview Scheme

We recognise that some candidates from typically marginalised backgrounds will have faced additional barriers throughout their careers. We also recognise that people from Black, Asian and minoritised-ethnic groups are under-represented within HSU.

Candidates identifying as BAME that wish to be considered as part of our guaranteed interview scheme will be guaranteed a first stage interview if they meet 80% of the criteria set out in the 'about you' section above.

## Our commitment to inclusion

HSU is committed to creating an organisation in which all members and employees are respected, discrimination is not tolerated, and diversity is encouraged. We are committed to creating an environment where individuals can bring their lived experiences, made up of the unique influences that shape who they are today.

We celebrate difference, and welcome applications from all candidates. We particularly welcome applications from Black, Asian and minoritised ethnic groups, as we recognise that they are underrepresented within HSU.





We are proud to be associated with the following initiatives, organisations and accreditations

