# **ROLE DESCRIPTION**

# **Welcome Team**

This document is also available in Welsh and can be downloaded from www.cardiffstudents.com/welcometeam

## Purpose

Members of the Welcome Team will be responsible for welcoming new students to Cardiff University 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. Full training will be provided.

## Responsibilities

1. Meeting and welcoming students when they first arrive at Cardiff University so that they have a positive first impression.
2. Having conversations with new students about all of the fantastic services and activities on offer from the Students’ Union and wider University.
3. Providing directions to students when needed
4. Answering simple enquiries from new students and making sure students are aware of the exciting Freshers activities they are able to get involved in.
5. Supporting fresher’s fairs by manning the committee entry stand and being a point of contact for student attendees on the day.
6. Giving tours around the Students’ Union, University and Cardiff City (Give it a Go Specialists only).
7. Manning the box office, the key hub of GIAG operations to ensure that the day runs smoothly (Give it a Go specialists only).
8. Running local trips, to places such as IKEA, St Fagans and Barry Island (Give it a Go specialists only).
9. Running and supporting small events in the SU (Give it a Go specialists only).
10. Manning the Give it a Go stall at fresher’s fair by speaking to students about what we offer, handing out leaflets and answering simple questions (Give it a Go specialists only).

## Requirements

1. We ask that you ensure the highest standards of service for our members and honest communications are maintained at all times.
2. We ask you to ensure that all systems, policies and procedures are respected.
3. You will encourage feedback, whether positive or negative, in a courteous manner.

*Supervision*

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

*Training and Development*

1. 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*

1. To ensure that the Union’s Health and Safety Policy is adhered to at all times.
2. To assist in ensuring the health and safety of students, suppliers and visitors to all department sites/work areas.
3. To follow instructions of Students’ Union fire wardens if needed
4. To manage easily resolved heath and safety concerns, such as removing small trip hazards or cleaning small water spillages
5. To raise any other health and safety concerns to a member of staff as soon as possible

*The Environment*

1. 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*

1. To promote equal opportunities, and uphold the vison and values of the Students’ Union.

Special Notes

1. We would ask that you contribute to the positive image of the Students’ Union and wider University.
2. In some parts of the role you may be expected to respect to a confidentiality and/or GDPR policy.