



CHESTER
STUDENTS'
UNION



RECRUITMENT ———

PACK

Student Staff - Front of House Team

Part time: approx. 5 to 10 hours per week

Deadline: 9am on Monday 15th September



chestersu.com



Parkgate Road, Chester CH1 4BJ



csu@chester.ac.uk

WELCOME

At Chester Students' Union, we proudly represent the voice of over 15,000 students studying at the University of Chester. With a strong commitment to enhancing student life across all campuses, including the University Centres of Birkenhead and Warrington, we strive to provide the best possible experience for every student.

We're excited that you're considering becoming a member of our Front of House Team at Chester Students' Union. This role is a fantastic opportunity to embed yourself within the heart of the student community, and support your Students' Union in our goal to help all of our students love their time at the University of Chester.

If you're a collaborative, friendly person with a real commitment to engaging students, we'd love to hear from you. Come join a team that's making a real difference and helping students feel connected, supported, and empowered.

We are CSU. Come be a part of it.



Lily Watson
President



Luis Martell Correia
VP Education



Will Gaines
VP Student Life



Jamie Morris
CEO



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Role Title:	Student Staff: Front of House Team
Pay Scale:	£12.21 plus holiday pay (£1.47 per hour) as accrued
Hours:	Approx. 5 – 10 per week, 10am-3pm
Responsible to:	Head of Business Support
Responsible for:	N/A
Key Relationships:	Head of Business Support
Place of work:	Chester Students' Union, University of Chester, Exton Park
Purpose:	<p>To be the face of the Students' Union at Exton Park by being our first point of contact for CSU visitors, signposting students to CSU, UoC and local community services.</p> <p>To deliver excellent customer service to all users of the Students' Union reception desk.</p> <p>To assist other Students' Union staff with tasks/projects where applicable.</p>

Key Responsibilities

The first point of contact for enquiries to the Students' Union, ensuring all general reception duties are carried out including:

- Dealing with face-to-face, telephone and email enquiries.
- Signposting students to appropriate activities within CSU, the University and local community.
- Ensuring all enquiries are answered or signposted quickly and efficiently.
- Booking student appointments with CSU services.
- Managing post and deliveries.
- Taking digital payments for goods and services.
- Maintaining a log of the type and style of enquiries, ensuring that CSU can monitor its enquiries and develop its activities and services as a result.
- Ensuring that the procedures of the reception desk are followed at all times.

Delivery of excellent customer service to all users of the Students' Union reception desk:

- Actively promote and be fully knowledgeable about all CSU activities and services.
- Reception services to be delivered in a friendly welcoming and professional manner ensuring all users of the reception desk receive excellent customer service.
- Supporting CSU's and UoC's expectations of front of house service and offering help and support to ensure the service is run efficiently to meet the needs of our students.

A brand ambassador of the Students' Union:

- Through promoting the work, campaigns, events and other activities of the students union in a positive and enthusiastic manner.
- Positively promote the values of the Students' Union throughout your time at CSU.
- Ensuring any other duties assigned are completed to the best of your ability.





NEXT STEPS

For an informal discussion or if you have any questions, please contact:

- Ben Hockley, Head of Business Support
- b.hockley@chester.ac.uk

We expect interviews to take place week commencing 15th September.
Alternative dates can be arranged if you are unavailable at this time.

To apply, send:

- 500 word statement describing why you would be suitable for the role including any previous work experience and customer service skills
- Your course timetable, if you have it
- Your contact details inc. full name, address, email and contact number.
- Evidence of your right to work in the UK

by email to: workforus@chester.ac.uk by **9am on Monday 15th September 2025.**

