University of Edinburgh

Job Description Template

This template is for use in writing Job Descriptions (JDs) for any purpose. This template can be expanded as required, but should usually be no more than 2 pages long. Please consult and follow the Guidance on Writing Job Descriptions.

1. Job Details

Job title: Saturday Steward

School/Support Department: PPLS

Unit (if applicable): Institute for Applied Language Studies (IALS)

Line manager: Senior Administrator

2. Job Purpose

To open and close the building on a Saturday and to maintain security.

3. Main Responsibilities

(Normally between 4 and 10. Percentages should total at least 95% (and no more than 100%))

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>1. Open and close the building on a Saturday morning so that staff can have access while maintaining security and keeping track of who is in the building.</td>
</tr>
<tr>
<td>10</td>
<td>2. Answer telephone to advise enquirers to call back during office hours.</td>
</tr>
<tr>
<td>5</td>
<td>3. Pass on any emergency messages that might affect arrival information about students.</td>
</tr>
<tr>
<td>30</td>
<td>4. Move supplies so that they are clear of the entrance hall and in position to be used by staff the following week</td>
</tr>
<tr>
<td>5</td>
<td>5. Pass information packs to guides so that they have all the necessary paperwork for Saturday Tours to run smoothly</td>
</tr>
<tr>
<td>20</td>
<td>6. File letters of enquiry to assist Reception keep up-to-date</td>
</tr>
<tr>
<td>15</td>
<td>7. Fill envelopes for mailshots</td>
</tr>
</tbody>
</table>

4. Planning and Organising

Regular duties to be carried out each Saturday are set out by Senior Administrator in written guidelines. Instructions are left by Senior Administrator, Senior Receptionist, Accommodation Officer or Senior Social Programme Organiser if extra duties are to be carried out.

5. Problem Solving
Student turns up at IALS on a Saturday instead of at their accommodation. Job-holder refers to lists provided by Registrar to find out where their accommodation is and gives advice on how to get there. If name not on the list, contact Senior Administrator for advice.

Group leader telephones to say that group will be late arriving. Job-holder follows instructions and contacts Accommodation Officer.

Member of the public asks about enrolling for courses. Job-holder offers brochure and advises them to contact the office during the week.

6. Decision Making
Job-holder has to decide, using guidelines provided, when to contact Senior Administrator or Accommodation Officer at home and when to advise the student that the matter will be dealt with on Monday morning.

7. Key Contacts/Relationships
Senior Administrator for guidelines.
Teaching staff who want to use the building on a Saturday morning.
Guides to hand over information packs for tours.

8. Knowledge, Skills and Experience Needed for the Job
Good general knowledge of Edinburgh
Good telephone manner
Able to communicate effectively and to follow instructions
Good general education
Flexible, willing to undertake tasks and reliable in fulfilling them
Good time keeper

9. Dimensions
Direct affect on 5 or 6 members of staff who chose to work on a Saturday morning.
Affects Accommodation Officer and Senior Administrator because they know that the Saturday Steward is in place to take any emergency calls from Group Leaders and to pass the information on.

10. Job Context and any other relevant information
IALS is a self funding unit. It is important that if clients contact IALS on a Saturday morning they receive polite, helpful information and that any important messages are passed on.