



**Maynooth Students' Union
Aontas na Mac Léinn Mhá Nuad**

Operations Team | MSU Info Centre

(Fixed Term Contract | September 2024 to May 2025)

The Role

Operations Team Members are key to the efficient running and delivery of Maynooth Students' Union Services to our students. Operations Team Members are required for the following service operations between September 2024 to May 2025 (the organisation will provide you with hours during term time weeks, these hours may vary week to week).

The Info Centre is the central information point for the Students' Union, this is the first point of contact, and we need people who are willing to help, get involved and support all the running needs of this busy office and its services to join our Operations Team Members.

Principle Duties

Principal duties associated with this role will include:

- Process front desk sales including, cash, credit card, account charge sales, and subsequently balancing daily reports/Cash floats for same.
- Delivery of all services including but not limited to, processing Travel Cards, printing, binding, laminating, and merchandising.
- Processing, checking & documenting all deliveries to the SU.
- Ensuring active and up to date knowledge of the campus and its environs for purpose of helping and assisting with relevant queries.
- Familiarising yourself with MSU Personnel, Operations, Services, Supports, and MU Service Supports.
- General daily cleaning, sanitising, and regular cleaning of SU areas.
- Support & assisting all campaigns as needed.
- Always providing an excellent level of customer service and actively adhering to all Health and Safety procedures.
- All other relevant duties as identified and assigned by your Front Office Manager.

Note: as the Maynooth Students' Union continues to expand and evolve, it is likely that some flexibility, regarding the allocation of specific duties, will be necessary. Accordingly, the list of duties detailed above is not intended to be exclusive or restrictive; duties may be added or withdrawn but any such alterations will take place within the remit of administrative support.



The ideal candidate will have:

- Strong Customer service, communication, and interpersonal skills.
- Computer Literate with good numeracy skills.
- Previous retail or customer service experience beneficial.
- Excellent organisational skills, time management and willingness to learn and bring ideas.
- Team Player, flexible work ethic, self-starter with good initiative and problem solving.
- Have a good knowledge of MU Campus and its environs.
- Available to work evenings and some weekend hours as needed.

Maynooth Students' Union

Maynooth Students' Union is the representative body for the students of Maynooth University (MU) and St Patrick's Pontifical University (SPPU) and seeks to serve their social, cultural, welfare, educational, political, and developmental needs, to further their interests, and generally to enhance their well-being. MSU operate a student centre and provides a range of supports and other services to the student body. MSU also operates as a registered club for the purposes of running a member's bar and venue.

MSU is an unincorporated association whose aims and objectives are defined by its Constitution adopted by its members.

MSU's activities are primarily directed through the MSU Executive (comprising elected Full Time and Part Time Officers) with policy oversight from the MSU Student Senate (comprising the MSU Executive, Student Academic Reps, Clubs & Societies Council Members, and directly elected Student Senators, representing various interests) together with governance oversight from the MSU Board of Trustees. The MSU President is the prime student representative. The MSU President is assisted by the MSU Executive, the MSU Student Senate, and by the MSU Director General and their staff.

MSU is a member organisation with the Union of Students in Ireland.

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview
- Appointments will be approved by the Director General based on the recommendation of the interview panel
- It is anticipated that interviews will be held during the week commencing Monday, 19 August 2024.
- The appointment is expected to be effective as soon as possible thereafter.



Terms and Conditions

The Irish Living Wage rate of €14.80 per hour.

Data Protection

Maynooth Students' Union will process any personal data provided by you in connection with an application for this role in accordance with the General Data Protection Regulation and the Data Protection Acts 2018.

If your application is successful and you accept an offer of employment at Maynooth Students' Union, then your personal data will continue to be processed in accordance with our Privacy Notice for Employees.

You can view our Job Applicant Privacy Notice on our website: <http://msu.ie/your-union/data-protection-policy.html>.

Application Procedure

Closing Date:

23:30hrs (local Irish time) on **Sunday, 11 August 2024**.

Applications must be submitted by the closing date and time specified above.

Late applications will not be accepted.

Maynooth Students' Union is an equal opportunities employer.