

JOB DESCRIPTION

JOB TITLE	Community Engagement Assistant
SALARY	£24,000
REPORTS TO	Assistant Events Manager
LOCATION	College Lane and de Havilland Union Office
HOURS	37.5 hours a week

Vision:

Our vision at Hertfordshire Students' Union is to help students love Herts.

Values:

We are a truly values-led organisation. As such, our Student Trustees must demonstrate our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused whilst ensuring Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work while never losing sight of our vision.

Service Excellence:

We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equal Opportunities:

We encourage applications from students with a diversity of backgrounds and experiences to reflect the current student population. We welcome all applications regardless of a persons' race, sex, disability, religion/beliefs, sexual orientation, or age.

Background:

Our Community Events Team are responsible for the running of the day-time events provision on campus. The team further support with the running of all student-led events, working closely with the Assistant Community Manager and Academic Engagement Team to deliver safe and high standard student-led events. It is a fast-paced team receiving over 250 event requests from students and society per term.

The Welcome Desks on both campuses are an integral part of our Community Events Team, providing exemplary customer service and a friendly face to all students, staff and any external visitors who visit the SU.

The Community Engagement Assistant will be responsible for planning and delivery of a number of student-led events as well as the day-to-day maintenance of the Welcome Desk and the services it provides while providing the highest standard. They will also support the Community Events Team in the delivery of fantastic extra-curricular and community building opportunities across the academic year.

Full training and additional support will be provided from your line manager and the wider SU team.

Main Purpose of Job:

- To support the Community Events programme at the Students' Union. This will involve liaising with societies, SCO's, students, other Students' Union departments, the University of Hertfordshire and local community.

- To provide a welcoming first impression of the Students' Union by providing excellent and diligent customer service as well as providing general administrative support to all Students' Union departments and student groups.

Main Duties and Responsibilities:

- Work with line manager in the development of the Welcome Desk, utilising its purpose and space to best deliver to the needs of students at Herts.
- Provide excellent customer service, creating a welcoming and comfortable environment for students and employ a problem-solving attitude toward issues.
- Work closely with students on student-led events by assisting with room booking requests, risk assessments, society communication, and event promotion.
- Lead on the planning and delivery of our Sightseeing Saturday programme.
- To provide administration support to all Students' Union Departments including data processing, data recording and filing.
- To respond to enquiries through the Students' Union central email address and signpost accordingly.
- Assist in the development of event training material for student leaders.
- Act as the primary contact for all Event Request Form submissions; identifying issues and raising them with the relevant parties.
- Provide website support, including maintaining the student database, posting events and updating website pages.
- Ensure necessary spreadsheets and calendars are up to date on a weekly basis.
- Manage equipment bookings and ensure equipment is available and safe for student bookings.
- Conduct regular inventories of all Community Events equipment and ensure that it is all in good working order.
- Use Trello to support the Community Events Team and ensure the Event Requests are always in compliance with SLAs .
- Work with Community Events Team on using student feedback to better the experience received from the Welcome Desk
- Gather data of all students who visit the Welcome Desk and offer them the opportunity to leave feedback.
- Servicing the Students' Union desk including selling event tickets and society memberships.
- Remaining in the know of events and activities currently happening at the Union/University and being prepared to answer questions on this.
- Assist the Community Events Team to set up event spaces in line with the events calendar.

Expected Standards:

- As the post holder will have contact with customers, you will need to act in a polite, courteous, and helpful manner. At all times you will be concerned with ensuring that customers are satisfied with the service received.
- The post holder will present themselves for work being clean and tidy, wearing any stipulated uniform cleaned and ironed.
- The post holder will display the highest standards of integrity at all times.
- The post holder will observe high standards of punctuality.
- The post holder will not consume alcohol or illegal substances whilst on duty or arrive on duty under the influence of either.
- The post holder will have a flexible approach to the hours and days worked.

- To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

Person Specification

Community Engagement Assistant

SELECTION CRITERIA	REQUIREMENTS
Educational Qualifications & Training	Proficient numerical and language skills
English Speaking	Ability to demonstrate and understand English to a good standard
Knowledge	Able to demonstrate an understanding of customer care and service. General understanding of Hertfordshire Students' Union and its services
Experience	Experience of working independently as well as within a team Experience of self-organisation
Skills	Interest and enthusiasm for Students' Union services and events Consistently positive and welcoming presence as first point of contact for all students and visitors Ability to motivate & enthuse others Creative thinker Solution oriented Good verbal communication skills Ability to prioritise workload and manage own time Excellent organisational skills Calm under pressure Sensitive to people from a variety of backgrounds & cultures and religions Proficient IT skills
Special Requirements	Flexible approach to working hours.
Other	Highly motivated, outgoing & enthusiastic Smart, clean and tidy in appearance Projects a friendly, happy, helpful nature Commitment to high standards of work and customer service

This job description is intended as a guide to the duties required and is not exhaustive.