

Academic Experience Assistant Job Description

JOB TITLE	Academic Experience Assistant
SALARY	£12.71 an hour
LOCATION	Predominantly College Lane SU Office, however, you will be expected to also work on De Havilland Campus too.
HOURS	Approximately 10-15 hours a week (you must be able to commit to a minimum of a 3-hour shift).
Contract	September 2026 – May 2027

Please be aware that to be eligible for this role, you must be continuing as a student at the University of Hertfordshire for the entire duration of the 2026-27 academic year. You also cannot hold any other paid or voluntary position at the University or within the Students' Union. This is due to University rules stating that students are only permitted to hold one position at a time.

Main Purpose of Job

This role plays a key part in supporting the Students' Union's Academic Experience Team to deliver strong student representation, democratic engagement, and high-quality services for our student community. You will work closely with Student Reps and student leaders, helping them thrive in their roles by coordinating recruitment, supporting training, and maintaining clear communication throughout the year.

A typical week might see you delivering induction talks to new students, attending Programme Academic Experience Group (PAEG) meetings on behalf of the SU, running a Student Rep Training session or supporting key democratic spaces like Student Council and School Student Forums. You'll also help keep our information accurate by managing databases, responding to queries via shared inboxes, and producing a regular Student Leader newsletter.

This is a varied, people-focused role that blends student-facing activity with essential behind-the-scenes administration.

Main Duties and Responsibilities

Support Student Rep recruitment and training, including managing sign-ups, communicating with students, and helping to facilitate and deliver training sessions.

Deliver Induction Talks to students at the start of each semester to introduce the Students' Union and key services.

Provide administrative support for democratic functions such as Student Council and School Student Forums, including minute-taking.

Manage and maintain databases, ensuring student leader information and attendance records are accurate and kept up to date.

Respond to student and staff queries via shared inboxes, providing timely and helpful support.

Assist with outreach activities such as pop-up stalls to promote the Academic Experience Team's services across campus.

Support with scanning student ID numbers at student-led events to ensure accurate attendance tracking.

Support with the delivery of SU Elections, including promotion, and assisting with voting-day operations.

Produce and distribute a Student Leader newsletter, ensuring key updates, opportunities, and events are communicated effectively.

Attend Programme Academic Experience Group (PAEG) meetings on behalf of the Students' Union, and to support Student Reps

Support with any other similar activities across the Academic Experience Team as required, particularly during peak times or major events.

Person Specification

SELECTION CRITERIA	REQUIREMENTS
Eligibility	Must be a current UH student who will be continuing their studies for the entire 2026–27 academic year (September 2026 – May 2027).
Skills & Abilities	Strong verbal communication skills, with the confidence to deliver talks and present information to groups of students and staff. Excellent written communication skills for responding to email enquiries and producing newsletters. Ability to demonstrate and understand English to a good standard, both written and spoken.

	<p>Ability to manage multiple tasks, prioritise workload, and meet deadlines.</p> <p>Comfortable working independently, using initiative, and making decisions within defined responsibilities.</p> <p>Ability to work effectively as part of a team and contribute to shared goals.</p> <p>Strong organisational skills with good attention to detail, particularly when maintaining records and databases.</p> <p>Confident using email, shared inboxes, and Microsoft Office/365 tools (e.g., Outlook, Excel, Teams).</p>
<p>Knowledge & Experience</p>	<p>Previous experience as a student leader at the University of Hertfordshire (i.e. Student Rep, SCO, Society Committee Member etc).</p> <p>Experience in customer-facing or student-facing roles (paid or voluntary).</p> <p>Experience with administrative tasks such as scheduling meetings, note-taking, or record-keeping.</p> <p>Understanding of the importance of student voice and representation within higher education (can be learned on the job).</p>
<p>Personal Attributes</p>	<p>Friendly, approachable, and able to create a welcoming environment for all students.</p> <p>Proactive problem-solver with a willingness to learn new skills.</p> <p>Comfortable balancing desk-based work with outreach and in-person activities.</p> <p>Reliable, punctual, and committed to delivering a high standard of service.</p> <p>Able to maintain professionalism when representing the Students' Union at meetings and events.</p> <p>Flexible with working hours, including occasional evening work during busy periods or key SU events.</p>

Additional Information

Vision:

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

Values:

We are a truly values-led organisation. As such, our Academic Experience Assistant 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 diverse 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.

General Expected Standards:

As the post holder will regularly interact with students, staff, and external partners, you must act in a polite, courteous, and helpful manner at all times, ensuring that everyone receives a positive and professional level of service.

You are expected to present yourself in a clean, tidy, and professional manner while on duty, wearing any required uniform or identification as instructed.

You must uphold the highest standards of integrity, confidentiality, and professionalism when representing the Students' Union.

High standards of punctuality and reliability are essential, including attending shifts, meetings, and events on time and fully prepared.

You must not consume alcohol or illegal substances while on duty, nor arrive for work under the influence of either.

You are expected to contribute positively to an inclusive, respectful, and supportive working environment for all students and staff.