

JOB DESCRIPTION

JOB TITLE	Community Event Assistant
SALARY	£10.18 per hour. With effect from 1 st April £11.44 Over 23, £10.42 per hour. With effect from 1 st April £11.44
LOCATION	College Lane and De Havilland Student union office
HOURS	Zero Hour Contract - Up to 20 hours per 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 Opportunities Assistants 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.

Main Purpose of Job:

Our Community Events Team organise a range of events throughout the year that appeal to our diverse student population. They also work closely with 100+ student groups to support their events provision and oversee the Welcome Desk on both campuses. We want all members of the team to understand how the Students Union works, and the value that we can add to student life. Team members should be able to plan and run activities and be real experts on the extra-curricular opportunities available through the Union. We are looking for some new recruits to take up positions on this newly formed role, where you will work either on the Welcome Desk helping with first impressions and incoming queries or supporting the work of the Events team. Full training will be provided.

Successful applicants will 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.

They will also support the Community Events programme within the Students' Union. This will involve liaising with societies and providing administrative support on events, as well as assisting other Students' Union departments, the University of Hertfordshire and local community.

Main Duties and Responsibilities:

The Welcome Desk is open Monday to Friday from 10am to 4pm during term time. Applicants will be expected to be available to work a minimum of one shift a week. While on shift duties will vary but Welcome Desk Assistants will be responsible for:

- Providing excellent customer service and creating a welcoming and comfortable environment for students while employing a problem-solving attitude toward issues.
- Working closely with societies on society events by assisting with room booking requests, risk assessments, society communication and event promotion.

- 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.
- Managing the events listings on the website, including the creation and monitoring of ticket sales and providing updates to the team.
- Providing administrative 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.
- Provide website support, including maintaining the student database, posting events and updating pages.
- Set up the Hutton Hall student activities space in line with the events calendar.

The Events Team organises a minimum of three events per calendar month during term time and need support in the set-up, running, and pack down of an event. Event Assistants will be responsible for:

- Representing the Students' Union at events and assisting with the duties involved with the planning and running of them.
- Working to a high standard of safety at all times and to report any potential hazards to supervisor/line manager as soon as they are identified.
- Helping with developing and delivering a programme of activities, with special attention on hard-to-reach groups, including commuters, postgraduates, and mature students.
- Always engaging with students, staff and visitors at SU events in a friendly and positive matter.
- Researching and producing detailed proposals for events that could enhance the student experience, taking into account timelines, venues, suppliers, staffing and budgets.
- Assisting with the marketing communications for the events programme and helping to market any Students' Union events. This will primarily involve in person promotion at events or stalls and adding your input into the design of posters and leaflets.
- Attending events/activities and provide feedback on successes and areas that could be improved through the completion of 'End of Event' Reports.
- Providing excellent customer service and creating a welcoming and comfortable environment for students while employing a problem-solving attitude toward issues.
- Ensuring all relevant departmental activity is in line with the specific requirements of and the spirit of the Union's Environmental Policy.

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, always wearing the provided uniform while on shift.
- 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.
- The post holder is expected to maintain constant communication with their line manager(s) and keep them up to date with their availability and any other issues which arise.

Person Specification

Community Event Assistant

SELECTION CRITERIA	REQUIREMENTS
Educational Qualifications & Training	Basic numerical and language skills Be a current UH student
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 Interest and enthusiasm for Students' Union services and events
Experience	Experience of self-organisation Experience of working in a team
Skills	Excellent IT skills Confident communicator Ability to motivate & enthuse others 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
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, safety and customer service

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