

JOB DESCRIPTION

JOB TITLE	Community Event Assistant
SALARY	£12.71
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. 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 role where you will be working on a range of events as well as supporting with society event logistics and administrative duties.

Successful applicants will be confident initiating conversations with students and explaining the services and opportunities available through the Students' Union as well as providing general event administrative support to student groups. They will also support with day-to-day event logistics such as setup and pack down.

Main Duties and Responsibilities:

- 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.
- Remaining in the know of events and activities currently happening at the Union/University and being prepared to answer questions on this.
- Being proactive in speaking to students and making them feel included in events.
- Managing the events listings on the website, including the creation and monitoring of ticket sales and providing updates to the team.

- Work office shifts which include providing website support, updating Trello cards, and communicating with the team.
- Support with the running of evening events in the EleHouse (please note, this venue serves alcohol).
- 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.
- Always engaging with students, staff and visitors at SU events in a friendly and positive matter.
- Gathering Student feedback on events and activities offered on campus and reporting back to the wider team.
- Having a flexible approach to working hours and locations – some of our events take place outside of regular working hours and can often be on weekends. They might also be spread out across campuses.

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 and appropriate footwear while on shift.
- The post holder will always display the highest standards of integrity.
- 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.