

JOB DESCRIPTION

JOB TITLE	Events Assistant Team Leader
SALARY	£12.40
LOCATION	College Lane and de Havilland Campus
HOURS	(Zero Hours Contract)

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 Event Assistants are looked after by the Community Events Team, who are responsible for the running of the day-time events provision across both campuses. The team further support with the running of all student-led events, working closely with the Academic Experience Team to deliver safe and high-quality student-led events. The Community Events Team also oversee the running of the Welcome Desk on both University of Hertfordshire campuses.

We strive to provide an exciting and well-rounded annual event programme aiming to create a community feel for students at the University of Hertfordshire. These events are a way of promoting the SU to the student population as well as gathering insight feedback to further improve our services. Our Event Assistant Team Leader will be responsible for supporting their line manager with the development of the role of Community Events Assistant, ensuring that high standards are maintained by all team members, and generally assisting in the supervision of the Student Staff Team.

We would expect the team leader to have a well-rounded knowledge of the Students' Union as well as strong communication skills and be confident in assisting in the Welcome Desk Team while supporting in the planning and delivery of SU events.

We are looking to recruit a team leader for the new academic year, with the aim to start week commencing 1st September 2025 with some additional training in June. Full training and additional support will be provided from your line manager.

Main Purpose of Job:

To support your line manager in supervising the Community Events Assistants and enable them to give students the best experience at SU events. The Team Leader will support in developing event ideas working closely with the Community Events Team and other student groups to enhance the events programme while gathering insightful feedback to further improve our services.

Working closely with the Community Engagement Assistants in support of the running of Welcome Desk within the Students' Union will involve providing a welcoming first impression of the Students' Union and delivering excellent customer service skills while supporting in the administration between all Students' Union departments and student groups.

Main Duties and Responsibilities:

- Support in line managing Community Event Assistants, focusing on increasing their confidence within the role as well as their development.
- Supervise Event Assistants while on shift and support Line Manager with probation reviews and performance management.
- Occasionally allocate shifts for SU Events as well as Student-Led Events and ensure these are adequately staffed.
- Assist with feedback mechanisms, aiming to get insightful feedback from those using the Event Request Form and students attending events.
- Contribute to a programme of activities, with special attention on hard-to-reach groups, including commuters, postgraduates and home students.
- Confidently communicate a range of information to different stakeholders across the Students' Union and University.
- Employ a proactive, problem-solving attitude towards student issues and team conflict.
- Develop and deliver ideas and activities to continually improve the Students' Union services of societies, SCOs and annual Community Events Programme.
- Assist in the development and delivery of training workshops for student leaders including societies and SCOs.
- Assist in the delivery of Society Forums, representing the Community Events Team and speaking to student groups about their event ideas
- Drive action based on feedback gathered from students and student leaders to improve services and events, allowing the team to be more reactive.
- Provide excellent customer service, creating a welcoming and comfortable environment for students
- Provide website support to student groups including processing tickets and functionality support.
- Work closely with the Community Engagement Assistants to provide seamless services to students.
- Remaining in the know of events and activities currently happening at the Union/University and being prepared to answer questions on this.
- To ensure 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 and that service is consistent across all members of the team.

- The post holder will present themselves for work being clean and tidy, wearing any stipulated uniform in a presentable manner.
- 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 Event Assistant Team Leader

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 the Herts SU Events Experience of self-organisation
Skills	Interest and enthusiasm for Students' Union services and events Ability to motivate & enthuse others. 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.