

INSIGHT OUTREACH ASSISTANT

SALARY	£12.71 per hour
LOCATION	Both College Lane and de Havilland Campuses
HOURS	<p>STC: Zero Hours Contract</p> <p>STC: Up to 20 working hours available per week to the team of Insight Assistants (shifts running anytime between 10:00-16:00, Mon-Fri, Term-time only)</p>

Role Description:

This role is ideal for someone who is passionate about supporting students and gathering insights to drive positive change. Insight Assistants play a key role in gathering data for student insight projects and conducting outreach activities to enhance student engagement and awareness of Herts SU projects and services. The successful candidate will be proactive, approachable, and enthusiastic about making a difference in the student experience.

Main Duties and Responsibilities:

Insight Gathering & Service Promotion

- Conduct outreach activities, such as running stalls, attending SU events or on campus roaming outreach to drive data collection for insight projects.
- Engage with students to collect feedback, promote campaigns, and communicate key insights.
- Ensure research and engagement projects are inclusive and accessible to all students.
- Ensure that research resources are well maintained and stored securely following the sign-out procedure.

General Responsibilities

- Work safely and report any potential hazards to the Line Manager.
- Any other appropriate tasks as assigned by the Line Manager.

Person Specification:

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

SELECTION CRITERIA	REQUIREMENTS	Essential or desirable
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Knowledge & Skills	Strong written and verbal communication skills	E
	Excellent interpersonal and empathic listening skills	E
	Proficiency in Outlook, Microsoft Word, and Excel	E
	Ability to engage with people from diverse backgrounds, cultures, and religions	E
	Ability to remain calm under pressure	E
	Strong organisational skills and ability to manage workload effectively	E
	Ability to motivate & enthuse others.	E
	Basic numerical skills	E
	Understanding of customer service principles	E
	General understanding of Herts SU and its services	D
Knowledge of UH student administrative and wellbeing services	D	
Interest in Students' Union services and events	D	
Experience	Experience of customer service	E
	Experience of self-organisation	E
	Experience of working in a team	E
	Experience in a similar role	D
Special Requirements	Flexible approach to working hours.	E
	Commitment to abiding by the Herts SU Advice confidentiality agreement	E
Other	Highly motivated, outgoing & enthusiastic	E
	Smart, clean and tidy in appearance	E
	Friendly, approachable, and helpful nature	E