

INSIGHT OUTREACH ASSISTANT

SALARY	£12.21 per hour
LOCATION	Both College Lane and de Havilland Campuses
HOURS	STC: Zero Hours Contract 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)

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.

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

DESIRABLE CRITERIA	
SELECTION CRITERIA	REQUIREMENTS
Knowledge & Skills	General understanding of Herts SU and its services Knowledge of UH student administrative and wellbeing services Interest in Students' Union services and events
Experience	Experience in a similar role

Skills developed within the role:

Transferable Skills	Description
Communication & Interpersonal Skills	• Confident verbal communication through engaging students in person across campus • Active and empathic listening when gathering student feedback and insights • Ability to adapt communication style for different audiences, backgrounds, and situations • Developing professionalism when representing Herts SU in public-facing settings
Data Collection & Research Awareness	• Experience in collecting student feedback through conversations, surveys, and outreach activity • Understanding how student insight influences decision-making and service improvement • Awareness of ethical engagement, inclusivity, and confidentiality when gathering feedback
Customer Service & Student Engagement	• Strong customer service skills, including approachability and problem-solving • Confidence in approaching students proactively and encouraging participation • Ability to clearly promote services, campaigns, and events
Organisation & Time Management	• Managing outreach tasks within set timeframes and shift patterns • Developing reliability and attention to detail, including following procedures • Balancing work responsibilities alongside academic commitments
Teamwork & Professionalism	• Working collaboratively as part of a student staff team • Taking direction, support, and feedback from a Line Manager • Understanding workplace expectations, health & safety, and professional conduct • Remaining calm and professional in busy or unpredictable environments • Developing initiative and adaptability when responding to different outreach situations