

Project Assistant Job Description

Job Title	Project Assistant
Salary	£9.18 per hour. Over 23, £9.50 per hour.
Location	College Lane Office with occasional work at DeHavilland Campus
Hours	Up to 20 hours per week (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 staff 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:

To support the Student Development team in promoting Violence Against Women and Girls (VAWG) prevention initiatives, assisting in the administration and delivery of Active Bystander Training offered by the Students Union.

Main Duties and Responsibilities:

- Assist in the delivery of the Students' Union active bystander training programme and services to help further student development.
- Ensure that all information regarding active bystander training is up to date and organised.
- Assist in organising and dispersing incentives to students who attend training workshops.
- Support the Student Development Team in wider communication to students about our active bystander training workshops and events.
- Assist in the administration associated with the training workshops, end of year conference, and further associated events.
- Contribute and develop ideas and activities to continually improve the Students' Union training initiatives and wider Student Development activity.

Expected standards:

- The post holder will need to act in a polite, courteous and helpful manner when speaking or responding to students. At all times they 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.
- 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 always work safely and report any potential hazards to supervisor/line manager.
- 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 they work.
- 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).

SELECTION CRITERIA	REQUIREMENTS	ESSENTIAL OR DESIRABLE
Educational Qualifications & Training	Basic numerical and language skills	E
English Speaking	Ability to demonstrate and understand English to a good standard	E
Knowledge	Able to demonstrate an understanding of customer care and service	E
	General understanding of Hertfordshire Students' Union and its services	D
	Knowledge, understanding or interest in gender-based crime.	D
Experience	Experience of working in a similar role	D
	Experience of self-organisation	E
	Experience of working in a team	E
Skills	Interest and enthusiasm for Students' Union services and events	E
	Ability to motivate & enthuse others	E
	Good verbal communication skills	E
	Ability to prioritise workload and manage own time	E
	Excellent organisational skills	E
	Calm under pressure	E
Sensitive to people from a variety of backgrounds & cultures and religions	E	
Special Requirements	Flexible approach to working hours.	E
Other	Highly motivated, outgoing & enthusiastic	E
	Smart, clean and tidy in appearance	E
	Projects a friendly, happy, helpful nature	E
	Commitment to high standards of work and customer service	E

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