

## School Community Organiser Job Description

<b>JOB TITLE</b>	School Community Organiser (SCO)
<b>SALARY</b>	£12.71 an hour
<b>LOCATION</b>	College Lane, De Havilland and online.
<b>HOURS</b>	Approximately 5-8 hours a week (you must be able to commit to a minimum of a 3-hour shift each week).
<b>Contract</b>	September 2026 – May 2027

***Please be aware that to be eligible for this role, you must be continuing as a student at the University of Hertfordshire for the entire duration of the 2026-27 academic year. You also cannot hold any other paid or voluntary position at the University or within the Students' Union. This is due to University rules stating that students are only permitted to hold one position at a time.***

### Main Purpose of Job

A School Community Organiser (SCO) is a paid senior Student Leader role responsible for strengthening the sense of belonging and community within their School of study. Working closely with Student Reps, Academic Societies, and Elected Officers, an SCO champions the student voice by representing students' academic interests, identifying key issues, and helping drive meaningful improvements across their School.

SCOs act as a vital link between students, the Students' Union, and the University by gathering feedback, raising concerns, and communicating important updates. They take an active role in designing and delivering their own community-building activities and lead impactful campaigns that address students' academic and social needs in their School.

This role is line managed and supported by the Students' Union; however, you will also work closely with members of staff from your School.

### Main Duties and Responsibilities

**Lead and deliver impactful campaigns and events** that address priority academic and community issues within the School.

**Act as a visible point of contact for students**, including running regular drop-in sessions to gather feedback, offer support, and signpost students to relevant SU or University services.

**Deliver Induction Talks** at the start of each semester and assist **with outreach activities**, such as campus pop-up stalls, to promote the SU and your role.

**Attend senior University meetings**, including the Pro Vice Chancellor Student Advisory Group, and **Programme Academic Experience Group (PAEG) meetings** on behalf of the Students' Union to present student feedback and advocate for meaningful improvements.

**Co-chair the School Student Forums**, ensuring student voice is central, feedback is constructively discussed, and actions are followed up.

**Respond to student and staff queries via shared inboxes**, providing timely support.

**Promote SU research** and insight initiatives, including Herts Unfiltered, and **support the promotion of major University surveys** such as the National Student Survey (NSS) and Postgraduate Taught Experience Survey (PTES).

**Support other similar activities** across the SU or the University, particularly during peak periods or major events.

## Person Specification

SELECTION CRITERIA	REQUIREMENTS
<b>Eligibility</b>	Must be a current UH student who will be continuing their studies for the entire 2026–27 academic year (September 2026 – May 2027).
<b>Skills &amp; Abilities</b>	<p>Ability to represent students' academic interests confidently and professionally in meetings with senior staff.</p> <p>Strong verbal communication skills, with the confidence to deliver talks and present information to groups of students and staff.</p> <p>Excellent written communication skills for responding to email enquiries.</p> <p>Ability to demonstrate and understand English to a good standard, both written and spoken.</p> <p>Strong organisational skills, with the ability to manage multiple tasks and prioritise workload.</p>

	<p>Comfortable working independently as well as collaboratively as part of a wider team.</p> <p>Good problem-solving abilities and confidence to use initiative when responding to feedback or addressing concerns.</p> <p>Confident using email, shared inboxes, and Microsoft Office/365 tools (e.g., Outlook, Excel, Teams).</p>
<p><b>Knowledge &amp; Experience</b></p>	<p>Previous experience as a student leader at the University of Hertfordshire (i.e. Student Rep, SCO, Society Committee Member etc).</p> <p>Understanding of the importance of student voice, academic representation, and community-building in higher education.</p> <p>Experience participating in or contributing to student groups, committees, campaigns, or SU activities.</p> <p>Experience in public speaking, peer support, or community-building activity.</p>
<p><b>Personal Attributes</b></p>	<p>Friendly, approachable, and able to create a welcoming environment for all students.</p> <p>Flexible with working hours, including occasional evening work during busy periods or major events.</p> <p>Confident engaging with students one-to-one and in group settings, including drop-ins and forums.</p> <p>Proactive problem-solver with a willingness to learn new skills.</p> <p>Reliable, punctual, and committed to delivering a high standard of service.</p> <p>Comfortable balancing a mixture of outreach and desk-based work.</p> <p>Able to maintain professionalism when representing the Students' Union at meetings and events.</p> <p>Motivated to make a positive difference to the academic and community experience of students.</p>

## Additional Information

### **Vision:**

Our vision at Hertfordshire Students' Union is to help students love life at Herts.

### **Values:**

We are a truly values-led organisation. As such, our Academic Experience Assistant 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 diverse 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.

### **General Expected Standards:**

As the post holder will regularly interact with students, staff, and external partners, you must act in a polite, courteous, and helpful manner at all times, ensuring that everyone receives a positive and professional level of service.

You are expected to present yourself in a clean, tidy, and professional manner while on duty, wearing any required uniform or identification as instructed.

You must uphold the highest standards of integrity, confidentiality, and professionalism when representing the Students' Union.

High standards of punctuality and reliability are essential, including attending shifts, meetings, and events on time and fully prepared.

You must not consume alcohol or illegal substances while on duty, nor arrive for work under the influence of either.

You are expected to contribute positively to an inclusive, respectful, and supportive working environment for all students and staff.