

JOB DESCRIPTION

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| JOB TITLE | Societies Assistant |
| SALARY | £12.71 an hour |
| LOCATION | College Lane and de Havilland Union Office |
| 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 Community Events Team look after our student groups (societies) and support them to put on impactful events for their members. They are also responsible for running of the day-time events provision on campus.

The Students' Union has over 100 active societies, which are mini communities open to all students at Herts. These range from active and cultural, to faith and academic.

Our Societies Assistants will be responsible for supporting their line manager with the development of the role of societies, ensuring that high standards are maintained by all team members, and generally assisting in the support of student groups.

We would expect the post holder to have a well-rounded knowledge of the Students' Union and be confident in communicating with a diverse group of students.

We are looking to recruit as soon as possible and will be holding interviews on a rolling basis as applications are received. Full training and additional support will be provided from your line manager.

Main Purpose of Job:

To help enhance the level of support available to societies, as well as providing general administrative support to all Students' Union student groups.

To be the main point of contact in the societies inbox and assist committees with the day-to-day

running of their societies. This will involve liaising with societies, students, other Students' Union departments, the University of Hertfordshire and local community.

Main Duties and Responsibilities:

- Support line manager in the development of the Student Groups, from affiliation to elections, utilising resources available to increase membership impact and value.
- To drop in to a range of different society events, collecting student data that will be used to further support and grow society memberships.
- To approach in-person communications with in a confident, outgoing, and personable manner.
- Provide excellent customer service, creating a comfortable environment for students and employ a problem-solving attitude to resolving issues.
- To provide administration support to student groups, acting as the first point of contact in the societies inbox, adhering at all times to the department's 2-day response time.
- To work closely with the Community Events Team to ensure relevant event details are shared with the correct event lead.
- Deliver training for student groups, including support in website admin, the finance portal and other society tools.
- Ensure the society database, training records, and relevant society documents are up to date on a weekly basis.
- Communicate important updates to committee members, using a range of methods.
- To support with ensuring that all committee members are actively engaging with their members and obtain good knowledge of their role and responsibilities.
- Assist in the delivery of society's forum and collection of other general feedback.
- Develop and deliver ideas and initiatives to continually improve the Students' Union services of societies and other student groups.
- Support with in-person promotion of student groups, with the aim of increasing membership numbers.
- Occasional support to the Community Events Team in the delivery of SU Events across both campuses.

Expected Standards:

- As the post holder will have contact with stakeholders, they will need to act in a polite, courteous, and helpful manner. At all times they will be concerned with ensuring that students are satisfied with the service received.
- The post holder will present themselves for work being clean and tidy, wearing any stipulated uniform cleaned and ironed.
- 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 must be available to work office hours, to liaise with their line manager, as well as a flexible approach to evening 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).
- To have a clear understanding of society by-laws and have confidence in ensuring our societies adhere to them across the academic year.

Person Specification**Societies Assistant**

| SELECTION CRITERIA | REQUIREMENTS |
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| 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 self-organisation, efficient communication, and problem-solving. |
| Skills | Interest and enthusiasm for the Students' Union. 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 | Must be able to work during office hours, a minimum of once a week. Flexible approach to evening 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.