

JOB DESCRIPTION

JOB TITLE	Student Opportunities Assistant
SALARY	£10.18 per hour. With effect from 1 st April £11.44 Over 23, £10.42 per hour. With effect from 1 st April £11.44
LOCATION	College Lane and De Havilland Student union office
HOURS	Up to 10 hours per week

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 Opportunities Assistants 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 societies, student representatives and School Community Organisers (SCOs) and help deliver student-led activity within the Students' Union. This will involve liaising with societies, other Students' Union departments, the University of Hertfordshire and the local community.

Main Duties and Responsibilities:

- Assist in the development and delivery of the Students' Union student led activities and services.
- Provide administrative and operational support for societies (including academic), student representatives and SCOs.
- Assist in planning and executing events, activities, and initiatives for these groups.
- Assist in the development and delivery of training workshops for student leaders.
- Maintain accurate information and databases related to student groups and leaders.
- Support with in-person promotion of the Student Opportunities teams' services.
- Coordinate with other departments like Community Events on group activities.
- Market and promote student group events and initiatives.
- Gather feedback from students through Forums and other platforms.
- Contribute ideas to continually improve services for student groups and leaders.
- Support the democratic functions of the Students' Union including Student Council, Main Elections, Society Elections and Student Leader Forums.
- Provide excellent customer service to create a welcoming environment.
- Ensure all activities align with the Union's environmental policies.

Expected Standards:

- As the post holder will have contact with customers, you will need to act in a polite, courteous, and helpful manner. 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, wearing any stipulated uniform cleaned and ironed.
- The post holder will always display the highest standards of integrity.
- 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 will have a flexible approach to the hours and days worked.
- 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).

Person Specification

Student Opportunities Assistant

SELECTION CRITERIA	REQUIREMENTS
Educational Qualifications & Training	Basic numerical and language skills Be a current UH student
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 Experience of working in a team
Skills	Interest and enthusiasm for Students' Union services and events 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	Flexible approach to working 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.