

## JOB DESCRIPTION

<b>Job Title:</b>	Training and Development Intern
<b>Salary:</b>	£12.21
<b>Location:</b>	College Lane Campus
<b>Hours:</b>	10 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 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.

### **Main Purpose of Job:**

To support the HR Assistant and People & Development Manager to create a year-long Student Staff training calendar to be launched in September 2025. Embedded in the calendar will be 2 week-long Student Staff Development Weeks where we offer a more extensive programme of training events and initiatives. The intern would also look to support in the creation a Development Hub for continued self-directed learning opportunities for student staff e.g. online resources and LinkedIn Learning, to support our Student Staff members development beyond their roles.

### **Main duties and responsibilities:**

- Draft a training calendar for student staff, with 1-2 development sessions per month.
- Research and create a plan for a Student Staff Development Week, to be delivered twice in the next academic year.
- Support the HR Assistant to submit marketing requests for promotional materials for the Student Staff Development Programme.
- Creation of certification (e.g. linked in badges, e-certificates etc.) that can be allocated upon completion of training courses.
- Support the HR team to build a Development Hub for student staff, a self-directed learning resource hub for Student Staff.

- Development of training materials/resources that can be used for training sessions delivered by the HR Team.
- As the post holder will have considerable contact with staff and students both internal and external, you will need to act in a polite, courteous, and helpful manner. At all times you 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).
- Any other appropriate duties as assigned by your line manager.

## PERSON SPECIFICATION

Educational Qualifications & Training	Basic numerical and language skills.	E
Educational Qualifications	Currently studying in a HR related degree	E
English – Written & 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
Experience	Experience of working in a similar role	D
	Experience of self-organisation	E
	Experience of working in a team	E
	Experienced with Microsoft tools	E
Skills	Interest and enthusiasm for Students' Union services	E
	Ability to motivate & enthuse others	E
	Good verbal and written 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.	D
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

	Reliable, punctual and highly organised	E
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*This job description is intended as a guide to the duties required and is not exhaustive.*