

Student Staff Job Description

Job Title: Student Groups Assistant

Responsible to: Student Groups Coordinator

Outline of Post: To work as part of the Student Groups team to provide an excellent standard of customer service, creating a friendly environment that student volunteers can turn to for support for their group's activities. facilitating a wide range of events through societies, associations and sports clubs.

Hours: To work a minimum of six hours per week (during term-time). Usual working hours are between 9am and 6pm Monday-Friday, so the role requires reasonable daytime availability.

Duties and Responsibilities:

1. Answering general queries at the Student Activities Counter, including from students wishing to join student groups, and from student group committee volunteers to ensure that their activities run as successfully as possible.
2. To serve customers showing high standards of customer care at all times, providing a helpful and friendly service at all times in a dynamic environment – providing advice and support in addition to following relevant procedures.
3. To be part of a team that are the first point of contact for students, visitors and staff; referring people appropriately, giving directions and answering queries on issues such as event planning, budgeting, finances, promotion and relevant Guild policies.
4. To handle cash, using a till, and to process expense claims and financial paperwork.
5. To carry out administrative activities that may include: filing, photocopying, sourcing information, updating information on excel spreadsheets; learning and keeping up-to-date with various policies and procedures.
6. To support event promotion, preparation and delivery as required, such as Societies Fairs.

7. To observe Guild Health & Safety procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to a member of the team.
8. To attend work looking clean, smart and wearing the uniform provided.
9. To maintain a flexible approach to working duties.
10. You may occasionally be required to work in other Guild area's including Reception and Student Voice. Appropriate training will be given if this occurs.
11. To carry out other duties which naturally fall within the reasonable expectations of the post.

Person Specification

The person specification describes the knowledge, experience & abilities that the Guild is looking for in the student staff we employ. To be successful, during the selection process (application form & interview) you should demonstrate:

- Strong customer service focus with an awareness of your impact on the customer experience.
- Strong communication skills in person, on the telephone and via email – with customers, managers and other team members.
- Able to stay calm and friendly under pressure in a busy environment.
- Able to work in a team, but also on your own initiative.
- Flexible, committed and punctual.
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year.
- Keen to contribute to the development of the Student Groups service and to the groups the department supports.
- An awareness and an interest of student activities and volunteering.

