

**Responsible to:** Student Activities Coordinator

**Summary of post:** To support on projects, events, and administration within the Student Activities Department. This will involve responding to student group queries, processing finances and maintaining records. It will also include planning, delivering, and administering a programme of activity, in support of the Give It A Go scheme, designed to involve and engage a wide range of students in student groups.

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## Duties and Responsibilities

1. To support the Student Activities department with the effective administration of student groups, including responding to student group queries, processing finances, and creating and maintaining records.
2. To support with the organisation of Give It A Go activity and events. This includes helping to develop ideas for, organise, administer and deliver a wide range of small-scale events, trips, and collaborations with other student-led activities.
3. To support with the creation and monitoring of social media content for the Student Activities Department, including promotions of department initiatives such as Give It A Go activities, and activities run by student groups.
4. To provide excellent customer service to all the Guild student groups and activity participants including through supporting departmental events and outreach activities.
5. To assist with effectively maintaining the relevant areas of the Guild of Students' website.
6. To ensure, as instructed by the line manager, that all policies and procedures are followed correctly and inform line manager of any problems.
7. To carry out other duties which naturally fall within the reasonable expectations of the post.
8. To complete compulsory training as required.

## 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:

- Knowledge of University life, with an interest in student activities and an awareness of current student trends.
- Experience of organising and/or delivering events.
- Ability to establish strong working relationships with a range of individuals.
- Ability to stay calm and friendly under pressure in a busy environment.
- Good standard of IT skills and willing to learn new skills – Including Microsoft Word, Excel, email and the Internet, e.g. social media sites
- Approachable and empathetic.
- Non-judgemental and committed to equality of opportunity for all.
- Strong customer service focus and Strong communication skills.
- Able to work in a team, but also on own initiative.
- Flexible, committed and punctual.
- Able to take a constructive and co-operative approach to resolving problems.
- Keen to contribute to the development of the Guild and the Student Activities service.
- Able to balance academic work with your responsibility to the Guild as your employer throughout the academic year