



## **Student Role**

### **Communications and Events Assistant**

**8 hours per week, 40 weeks per year, Fixed term for one year**

### **Job Description**

Our Students' Union represents and supports over 5,000 students currently studying at the University of Suffolk. The University has a diverse range of students, including significant numbers of mature students and those who are first generation Higher Education. We are a student-led organisation and provide sports, social activities, advice and representation for our members.

**Location:** University of Suffolk Students' Union Office, Library Building, Ipswich

**Grade:** 2

**Salary:** £7.83 per hour for 8 hours per week, 40 weeks per year (term-time)

**Responsible to:** Student Engagement Manager

**Reports on a day-to-day basis to:** Communications and Events Co-ordinator

### **Main Purpose**

We've set a strategic direction to increase Relevance, Engagement and Quality by 2020 and part of this drive is to increase our student leadership and our student members of staff.

Working as one of our key student staff at the Students' Union you will develop creative content for use by the SU's social media platforms. You'll schedule content, react to ongoing events and seek opportunities to deliver relevant and engaging media to our members. In order to do this; you might have experience or knowledge of social media, design, photography and marketing.

The SU runs a programme of events, and you will work with our Communications and Events Co-ordinator to deliver them. You'll also support our elected Student Officers with their communications to create a more relevant and engaging SU.

This role is part of a busy team and as such you'll be expected to work across the SU services at key points in the academic year.

### **Key Responsibilities**

- Source and create digital content for use on the SU's platforms (currently Facebook, twitter, Snapchat and Instagram)
- Support the management of our social media pages and website, responding to enquiries, uploading information and general digital administration
- Deliver and schedule content with guidance from the Communications and Events Co-ordinator
- Assist in the organisation of events (Freshers', Summer ball, Refreshers')
- Provide a front of house service at key times of year (for example dealing with enquiries via social media, email and in person, taking phone calls, supporting elections)
- Develop excellent relationships across the team, with the University and externally (for example at our partner bars/clubs)

### **General duties of all staff**

- Contribute to planning processes across the Union as required,
- Act as an ambassador for the SU at all times, maintaining relationships with the University and seeking to develop new partnerships which will enhance the student experience.
- Act in accordance with the Union's governance and policies at all times
- As required contribute to SU activity across the team

- Undertake training and development related to the role
- Undertake this role in accordance with the SU requirements for confidentiality and personal integrity.
- To be flexible and adaptable in a changing environment in order to meet the needs of the service, team's objectives and or wider Students' Union.

## Hours and Other information

The SU Offices are open from 09:00 to 17:00 Monday to Friday. This post is for 8 hours per week and would usually be worked as one full day or two half days within this time. We recognize that the key responsibilities of the post (for example responding to social media enquiries) may be undertaken on a more ad-hoc basis and as such would be pleased to discuss a flexible approach.

The post holder will, on occasion be required to work outside of these times at key periods as demanded by the role for which time off in lieu will be available.

This job description outlines the major duties associated with the post. It is not intended to be exhaustive, and it should not be assumed that other duties of a similar level/nature appropriate to the level of the role are excluded. The duties of the post may alter due to changes in legislation or policy. Where such changes occur, training may be given to enable the post-holder to undertake the new or varied work.

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## Person Specification

Candidates for the job will be assessed in the following ways;

- A = Application Form
- I = Interview
- T = Test

### Skills, Knowledge and Experience

This section describes the qualities we would like to see in the post holder- but where we can offer training for someone that excels in some of the areas, or where you can offer other qualities you think would be useful for the role, you should indicate this on your application form.

CRITERIA	Essential/Desirable	Measured By
<b>Qualifications</b>		
Good general education, currently undertaking study and making good progress at the University of Suffolk	E	A/I
<b>Knowledge &amp; Experience</b>		
Demonstrable understanding of current issues and themes in Higher Education and Students' Unions	E	A/I
Demonstrable understanding of content creation and social media	E	A/I
<b>Skills</b>		
Exceptional interpersonal and communication skills (written and oral)	E	A/I
Organisational and administrative skills	D	T
Ability to create positive relationships with staff, students and the University	E	A/I
<b>Attributes</b>		
Preparedness	E	A/I
Assertive	E	A/I
Encouraging of others	E	A/I
Enterprising	E	T
Innovative and Imaginative	E	T
<b>VALUES AND ETHICS</b>		

Desire to work within a democratic student led environment	E	A/I
Understanding and commitment to equal opportunities	E	A/I
Demonstrably high standards of personal integrity	E	A/I

Job Description approval date	02/10/2018
Review Date	02/10/2019
Staff Responsible for review	Student Engagement Manager

### Closing date, interviews and questions

**Closing Date:** 5pm Friday 26 October 2018

**Interview Date:** Friday 2 November 2018

**Start Date:** November 2018

**More Information:** If you have any questions please contact Gergana Ivanova on 01473 338 155 email [g.ivanova@uos.ac.uk](mailto:g.ivanova@uos.ac.uk)

**How to Apply:** Download an application form from <https://www.uosunion.org/join-us>

Email Completed Applications to [g.ivanova@uos.ac.uk](mailto:g.ivanova@uos.ac.uk) for the attention of Gergana

Late applications and CV's without an application form will not be considered