

Student Role

SU Assistant (Advice and Information)

8 hours per week, 38 weeks per year term time, Fixed term for one year

Job Description

Our Students' Union represents and supports over 8,000 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. Following a successful student-led campaign we also operate Shop SU and a fantastic social space on the Ipswich Campus.

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

Grade: 2

Salary: £8.72 per hour for 8 hours per week, 38 weeks per year (term-time)

Responsible to: Advice and Information Co-ordinator

Reports on a day-to-day basis to: Advice and Information Co-ordinator

Start date: October 2020

Main Purpose

Working as one of the student staff at the SU you will be part of a team improving the student experience at the University of Suffolk and taking a pro-active approach to the well being of our members. Your focus will be to make the services SU Advice offers relevant and accessible to students so that we can support them to get the best out of their studies.

Where our members want to challenge a University decision, you'll empower them to seek informal resolution and follow appropriate policy, procedure and process. You'll do this with empathy and understanding whilst remaining professional and constructive at all times. Managing student expectations, being supportive, understanding and realistic is an essential part of the role.

This role is part of a busy team and as such you'll be expected to work across the SU at key points in the academic year. This post is based at Ipswich, but travel may occasionally be required to other University sites. We anticipate that this role will work predominantly remotely until December 2020 at which point we will review working arrangements.

Key Responsibilities

- Develop promotional materials, web and social media content for SU Advice
- Assist with general administration, for example, organising appointments and drop ins, updating databases and responding to email and phone calls.
- Provide a front of house service at key times of year (for example meeting students, explaining appeals, supporting student council, attending events)
- Offer a signposting service when the SU does not provide relevant support or assistance
- Develop excellent relationships across the team, with the University (with student services) and externally

- Support the elected student officers (Vice President and President) to deliver campaigns that relate to student wellbeing

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
- Confidentiality and personal integrity are crucial to this service. Following training; the postholder will understand the obligation to refer to more senior members of staff as appropriate
- 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 usually 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 anticipate that this role will work predominantly remotely until December 2021 at which point we will review working arrangements.

The post holder will, on occasion (for example during the busy Freshers or Assessment results period) be required to work outside of these times 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	Measured By
Qualifications	
Good general education, currently undertaking study and making good progress at the University of Suffolk	A/I
Knowledge & Experience	
Demonstrable understanding of current issues and themes in Higher Education and Students' Unions	A/I
Demonstrable understanding of issues that the SU Advice service may deal with – for example Academic appeals, Academic misconduct, complaints	A/I
Skills	
Exceptional interpersonal and communication skills (written, by phone and in person)	A/I
Organisational and administrative skills	T
Ability to create positive and constructive relationships with staff, students and the University	A/I
Attributes	
Preparedness	A/I
Assertive	A/I
Encouraging of others	A/I
Enterprising	T
Innovative and Imaginative	T
VALUES AND ETHICS	
Desire to work within a democratic student led environment	A/I
Understanding and commitment to equal opportunities	A/I
Demonstrably high standards of personal integrity and confidentiality	A/I

Job Description approval date	June 2020
Review Date	July 2021
Staff Responsible for review	CEO/Advice and Information Co-ordinator