



PART TIME STUDENT STAFF

JOB DESCRIPTIONS AND GENERAL DUTIES

FRONT OF HOUSE ASSISTANT

ABOUT THE ROLE

As a Front of House Student Staff Member, you will support the smooth running of the Students' Union. You will help ensure that students and visitors receive a friendly, helpful, and efficient service in the SU Social Space, including the SU Shop, assisting with events, and offering day-to-day administrative support. This varied and student-facing role is ideal for someone who enjoys working in a dynamic environment, supporting the delivery of services that directly benefit the student community.

KEY RESPONSIBILITIES

Shop Duties:

- Provide friendly and efficient customer service in the Students' Union shop.
- Ensure the operation of the tills, and follow financial procedures accurately.
- Restock and rotate products, maintain clean and organised displays, and assist with deliveries.
- Monitor inventory and report low stock to supervisors.
- Maintain hygiene and cleanliness in the shop and SU Social Space.
- Support promotions and campaigns through in-store displays and signage.

Event Support Duties:

- Assist with the preparation, delivery, and pack-down of Union-led events, including student fairs, markets, and social activities.
- Provide front-of-house support during events, including welcoming attendees, checking tickets, and giving directions.
- Help ensure all events are inclusive, safe, and run smoothly by working closely with Union staff and student groups.
- Assist with basic tech setup (eg: microphones, screens) and venue readiness checks as required.
- Carry out post-event checks and cleaning to reset spaces for future use.

Administrative and Communications Support:

- Support the Union team with general office tasks such as filing, printing, stocktaking, and organising materials.
- Respond to student enquiries at the reception desk or via email, directing them to the appropriate department or services.
- Help with data entry, bookings, and basic record-keeping to support internal operations.
- Assist in preparing publicity materials for campaigns, events, and student activities (eg what's on posters, signage, flyers, equipment lists).
- Update the SU website (eg: adding events and news stories).
- Maintain tidy and functional office and storage areas.

KNOWLEDGE AND EXPERIENCE

Current student at the University of Suffolk	Essential
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Knowledge of the role of the Students' Union and the work that it undertakes at the University of Suffolk	Desirable
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SKILLS

Exceptional interpersonal and communication skills (written and oral)	Essential
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Highly organised with good time management skills	Essential
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Appropriate levels of IT skills	Essential
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Organisational and administrative skills	Essential
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Self-motivated and able to work independently as well as part of a team	Essential
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VALUES AND ETHICS

Desire to work within a democratic student-led environment	Essential
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Commitment to equal opportunities	Essential
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High standards of personal integrity	Essential
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Experience of customer service work	Desirable
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DISCLAIMER: This job description and person specification outlines the major duties associated with the post. It is not exhaustive, and other duties of a similar level may be required. The duties may alter due to changes in legislation, policy, or operating decisions, with training provided as necessary.