



# 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 Student Hub, 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

- Handle sales transactions for SU merchandise and pop-up retail activity, including processing payments and maintaining accurate records
- Act as an ambassador to the Students' Union, provide information and support to students, staff, and visitors, signposting to relevant services where appropriate
- Support the day-to-day running of the Student Hub, maintaining a clean, safe, and welcoming front-of-house environment
- Report any issues, incidents, or safeguarding concerns in line with SU procedures
- Maintain awareness of current SU activities, events, and offers to effectively communicate these to students and visitors
- Monitor the SU email inbox and take appropriate action.
- Comply with the Union's governance and policies.
- Undertake training and development related to the role.

#### Event Support Duties:

- Assist with the preparation, delivery, and pack-down of Union-led events
- 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.

#### Administrative and Communications Support:

- Support the SU team with general office tasks such as filing, printing, stocktaking, and organising materials.
- Help with data entry, bookings, and basic record-keeping to support internal operations.
- Assist in preparing SU publicity material and updating the SU website.
- Maintain tidy and functional office and storage areas.

KNOWLEDGE AND EXPERIENCE	
Current student at the University of Suffolk	Essential
Knowledge of the role of the Students' Union and the work that it undertakes at the University of Suffolk	Desirable
SKILLS	
Exceptional interpersonal and communication skills (written and oral)	Essential
Highly organised with good time management skills	Essential
Appropriate levels of IT skills	Essential
Organisational and administrative skills	Essential
Self-motivated and able to work independently as well as part of a team	Essential
VALUES AND ETHICS	
Desire to work within a democratic student-led environment	Essential
Commitment to equal opportunities	Essential
High standards of personal integrity	Essential
Experience of customer service work	Desirable

**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.