



CITY  
STUDENTS'  
UNION

***Students' Union Assistant  
Recruitment Pack***



# Welcome

Thank you for your interest in City, University of London Students' Union (the Union) and becoming our Wellbeing & Insight Coordinator. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 19,000 of our members - every City student. We're run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We're governed by a board of ten Trustees, who work alongside our student Officers, small staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has gone through continual development over the past two years after recruiting a number of staff to re-energise the Union. It's an exciting time for us, with a new strategic plan, rebrand and new physical space for our services.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



**Kristina  
Perelygina**  
Board of  
Trustees  
Chair 18/19



**Philip Gilks**  
Chief  
Executive

## About Us

With a rich history spanning over 100 years, City, University of London Students' Union is the primary organisation representing the views of over 19,000 students at City, University of London to the institution and beyond.

With three Full-Time Student Officers, a small team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Student Activities department. The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.

The Union is striving to develop as an organisation and has recently become a Company Limited by Guarantee, moved into a new space on campus and successfully increased its block grant to support this.



# ***Our Vision, Values & Strategy***

## **Our Vision:**

"City Students' Union: A high quality, sector-leading students' union".

As a students' union, we must constantly be striving to be the very best organisation for our membership, no matter which direction they lead us. This means we should always be high quality and at the forefront of our sector.

## **Our Values:**

We are Inclusive. We are Broad-minded. We are Creative. We are City Students' Union.

At the heart of everything that the Students' Union does are its values. They give us our identity, guide how we make decisions, and how we conduct ourselves. We are proud that our values are unique, giving us an identity and way of working that is rarely replicated.

### ***We are Inclusive.***

We believe that equality is achieved when we are inclusive of all of our members. We are committed to the principles of social justice. We believe that our members should have equality of access and participation in the Students' Union and our activities. We are committed to the principles of equity, recognising the differences that our members have and giving them the tools to succeed.

### ***We are Broad-minded.***

We realise that we do not have all of the answers and we should always be open to change and challenging our way of thinking. We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best decisions and offering the best services for our members.

### ***We are Creative.***

We celebrate our history, but we are not constrained by it. We are continually on a journey of self-discovery and self-determination, and we support our students on their own journeys. We are not afraid to take risks, try new things and forge a new path for ourselves, the University, and its students.

## **Our Strategy:**

Our strategy to be a high quality, sector-leading students' union is simple but bold.

"Through active partnerships and dynamic student representation, we will create connected communities, full of opportunities where students can individually and collectively grow together by 2020."

## ***Who Are We Looking For?***

We are looking for a team of enthusiastic, motivated and organised students to join the City SU Team as part-time SU Assistants. The role will include a variety of duties, including working on Reception, staffing the SU shop and more generally being a positive advocate for the Students' Union.

This year we are looking to expand our student staff team, aiming to offer flexible, part-time job opportunities on campus that put students' at the heart of what we do. These roles are great for your future employability, helping you to gain adaptable knowledge and skill that will help you in your future career.

# Role Profile

<b>Post:</b>	Students' Union Assistant
<b>Department:</b>	City, University of London Students' Union
<b>Grade:</b>	2
<b>Tenure:</b>	Fixed Term, (Up to 1 Year)
<b>Responsible to:</b>	SU Head of Finance & Operations

## Job Purpose

The purpose of this role is to provide staffing in the Union Shop and reception on a rotational basis, fulfilling the various duties that these areas will involve. As the first point of call for visitors and customers to the Students' Union this is an integral position which adds great value to the overall service and reputation of the Students' Union

## Principal Accountabilities

### **Students' Union Shop**

- Taking payment for Union merchandise, event tickets and society memberships through cash and card payments
- Undertaking opening and closing procedures
- Cashing up and reconciling till
- Ensuring the shop is fully stocked at all times
- Providing excellent customer service
- Regular stock takes
- Other tasks as deemed appropriate for the staff in the shop to be responsible for.

### **Reception**

- To be the first point of contact for visitors to the Union, receiving them in a polite and professional manner
- Dealing with and responding to day-to-day email, telephone and in-person enquiries, ensuring that messages are taken and passed onto the relevant staff member when necessary
- Selling tickets for Union events and memberships for Union societies.
- Booking appointments and ensuring students and prepared for their appointments with the advice service
- Booking rooms for societies
- Processing external speak forms
- Counting of money raised by society and RAG week fundraisers
- Printing NUS cards for staff and students
- Other tasks as deemed appropriate for the staff on reception to be responsible for.

### **Other Responsibilities**

- Support the delivery of key Union activities such as promoting events, running polling stations and other similar tasks.

- To do basic administrative tasks on behalf of the Union.

## Context

With the Students' Union newly located in the Tait Building with a separate reception and shop area it is necessary to ensure that these areas are staffed during key times and staff are able and willing to assist in the duties required of those roles.

## Additional Information

- The post holder must at all times carry out their responsibilities with due regard to the University's Equal Opportunities Statement
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of the University
- Sustainable Development  
The University is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment, for the University and the wider community.  
Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at [www.city.ac.uk/green-policies](http://www.city.ac.uk/green-policies).

*The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and the University.*

*Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.*

# ***Candidate Specification***

## Qualifications

### Essential

- Educated to A-Level or equivalent

## Knowledge and Experience

### Essential

- Excellent customer service skills
- Basic IT, numeracy and literacy skills, with proficient use of Microsoft Office

## Skills and Abilities:

- Effective interpersonal skills, listening and communication skills, in person and via email/telephone
- Ability to handle queries and complaints in a professional manner
- Good organizational skills

## Personal Qualities:

### Essential

- Ability to work independently and as part of a team
- Customer focused
- Understanding of and a commitment to Equality of Opportunity
- Ability to work flexibly

## ***How to Apply?***

Applications Close: Thursday 23<sup>rd</sup> August 2018, 1:00pm

Interview Date: Friday 31<sup>st</sup> August 2018

The application for this role is being administered by City, University of London Students' Union and UniTemps. Please follow the link below to apply for this role:

<https://www.city.ac.uk/about/working-at-city>

If you have any questions regarding the role, please contact the SU Head of Operations & Finance, [Susan Barrow](#).