

Recruitment Pack

Student Engagement Assistant

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of the 19,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses.

This role is specific to the Medway campus and will be essential in helping to ensure we deliver a friendly, and quality service on campus.

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically. If you have any questions please email gsuhr@gre.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,
Jo Hollamby,
Reception Supervisor

Staff Testimonials

Quote from Staff Survey

I've had the opportunity to realise my ideas, work in a creative and collaborative environment and trust empathetic management to support me in my progression.

Quote from Staff Survey

The feedback and support given by managers and higher members of staff is brilliant and makes for a super comfortable and inclusive working environment - I feel looked after as a member of staff.

Quote from Staff Survey

Everyone has the right intention and wants to make a difference for students at Greenwich.

Quote from Staff Survey

[I have] job security, good leave package, and my manager's guidance and support to develop my skills.

Quote from Staff Survey

[I appreciate] the support given by manager and staff, as well as flexibility to work and strong communication between staff and other members.

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply send a covering letter, no greater than two A4 pages, setting out how your experience equips you for the role.

Step 2: Submit your completed application by the deadline as stated, remember to keep a copy for reference. We prefer to receive applications electronically; however, we will consider handwritten applications in black ink.

Step 3: Please also complete and return the Equal Opportunities Monitoring Form. Please note that applications received after the closing date will not be considered. This information will not be shared with the recruiting manager. We use this information to monitor our recruitment processes only.

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job Description and Personal Specification

JOB PURPOSE:

The post holder will ensure exceptional service to our customers, dealing with enquiries and providing administrative support to the wider Students' Union team at The Hub in order to enhance student engagement at Medway.

Reports to: Reception Supervisor

DEPARTMENT/SERVICE

This role sits within the wider Membership Services department, together with other key areas consisting of; Advice and Wellbeing, Academic Communities, Representation and Democracy, we provide a high-quality service for students, that they can shape, steer and be at the heart.

JOB PURPOSE:

1.DUTIES AND KEY RESPONSIBILITIES

The post holder will:

Customer Care & Administration duties

- To act as a first point of contact for The Student Hub. This involves providing excellent customer service to student activities and student advice service customers, determining the nature of a query arising from a telephone call, email or personal visit and to offer options and signpost to other services when appropriate.
- To ensure that customers are treated in a friendly and polite manner and to ensure customers' expectations are exceeded; this includes selling products, booking appointments with staff and dealing with all customer feedback, in a courteous, efficient and timely manner.
- To provide administrative support to the wider team. This includes but is not restricted to data inputting, website editing, creating & maintaining relevant spreadsheets, typing notes, completing stationery orders, binding.
- To explain to students on how they can access and obtain advice from the Advice service, whilst maintaining the client's confidentiality at all times.
- Update and run reports for attendee registers on the internal website system, obtain and redirect Emergency contact lists for all events held off Campus.
- To upsell and promote the the students' unions wider services and activities / initiatives to students in order to increase student engagement.

Health and Safety

- To ensure that our Health and Safety policy, and the appropriate Health and Safety legislation is adhered to at all times.
- To help to ensure the health and safety of all customers, suppliers and visitors to The Hub.
- To maintain standards of cleanliness in both customer and staff areas and that any maintenance needs are reported immediately.
- Reporting internal repairs including Fire Alarms to Facility Management, Sodexo and/or Campus security.

Finance and Stock Controls

- To help to ensure stock levels are maintained and rotated where necessary.
- To take card payment for activities and products.
- Run reports and send to finance regarding online payments

Other Duties

- To abide by all outlined systems, policies and procedures at all time.
- To contribute to the positive image of Greenwich Students' Union, Kent Union and Christ Church students' union with other students, the University and the local community.
- To attend training and meetings as required.
- Ensure up and coming events are advertised on other Universities information boards and previous advertisements are removed.
- To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required.
- To work in the the other outlets if necessary and appropriate.

This Job Description does not form part of your contract of employment.
Sept 2021

PERSON SPECIFICATION

Qualifications

- Health and Safety Qualification - Desirable
- First Aid Certificate - Desirable
- GCSE Maths and English or equivalent - Essential

The above skills will be tested at application.

Experience

- Experience of general administrative work - Desirable
- Experience of working/volunteering in a customer focused organisation - Desirable

The above skills will be tested at interview and application.

Knowledge

- Best practice with regards to dealing with customers - Essential
- Knowledge of best practice in office administration systems - Desirable

The above skills will be tested at interview.

Skills

- Excellent communication skills, with the ability to relate to people at all levels - Essential
- Excellent 'Time Management' and prioritising skills - Essential
- A confident, resourceful, and created individual who can operate in a challenging environment - Essential

The above skills will be tested at interview and application.

Values/Attitude

- Commitment to equality of opportunity who values diversity and removes barriers to equality - Desirable

The above skills will be tested at interview.

- Evidence of commitment to continuing personal and professional development - Essential
- A strong commitment to working in a democratic and student led environment - Essential
- A commitment to high standards of customer care - Essential

The above skills will be tested at interview and application.