**SHEFFIELD HALLAM STUDENTS’ UNION**

Job Description: Student Staff

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. **Job Title:** **CASUAL HELP DESK ASSISTANT**
2. **Grade:** Meets National Minimum Wage
3. **Responsible to:** Help Desk Team Leader
4. **Purpose of Post:** To support in the delivery of services that enable Sheffield Hallam Students' Union to be the outstanding organisation in the UK for supporting and inspiring students.

**Hours:**

The Help Desk is open from 8.00 am until 8.00pm Monday to Friday during term times, and at other times including weekends when required to assist with events. The Help Desk is primarily covered by the Helpdesk Team leader between the hours of 8.00 am - 4.00 pm, additional cover is required from 3.00 pm and at other times to assist with busy periods.

**5. MAIN DUTIES AND RESPONSIBILITIES**

**Student Staff common requirements**

A commitment to Sheffield Hallam Students' Unions core values which include:

**Passion**: You should be passionate about ensuring your work helps to ensure a great experience for students who engage with Sheffield Hallam Students' Union.

**Honesty**: You should display absolute integrity in your interactions with students, customers and colleagues.

**Dedication:** You should be dedicated to the Students' Union and ensure you uphold your commitments within your role.

**Innovation**: You should be comfortable coming up with new ideas to improve the service we deliver to Sheffield Hallam students.

**Diversity**: You are committed to providing a flexible, adaptive and excellent service to all our students and customers.

**Role Specific Responsibilities:**

* Being the first point of contact at the Students' Union and deliver excellent customer service at all times meeting & greeting all students and visitors with courtesy dealing with any enquiries
* Answer the telephone, directing all incoming calls efficiently.  
  Keep up to date with and provide information on the campus and its various departments.
* Perform various administrative functions as required
* Issue membership cards for sports and societies ensuring all sports and societies groups sign in accordingly on arrival.
* All other appropriate duties as and when required by the Help Desk Team Leader

**PERSON SPECIFICATION**

**Job Title: Casual Help Desk Assistant**

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| **No** | **Personal Attributes required (based on the Job Description)** | **E\*/D\*** | **Tested by** |
| 1  2  3  4 | **Qualifications/Training**  GCSE Grade C or above in English and Maths, or equivalent qualification  Willingness to undertake any training necessary to improve performance / service  Previous customer service/Help Desk training  **Experience**  Experience of working with students and student groups  Experience of working in a Customer Services and/or support environment  Ability to use Windows based software, to include Excel, Word and Email  Experience of working in a Students' Union or other Third Sector organisation  Responsibility for Health and Safety in own area of work  **Skills**  Friendly, outgoing, polite and courteous in dealing with students/staff/customers  Excellent written and oral communication skills  Accurate and attentive  Excellent organisational skills and the ability to prioritise workload and manage own time  Use initiative and self motivated  Confidence in approaching people to offer assistance  Ability to create and maintain strong working relationships with a wide range of people, including students and University personnel  Ability to make judgements based on agreed policies and procedures  **Other requirements**  Willingness to carry out other associated duties  Willingness to cover shifts, often at short notice  Awareness of how the Students' Union is run and commitment to its core values | E  E  D  D  D  D  D  E  E  E  E  E  D  E  E  E  E  E  E | Application Form/ Interview  Application Form / Interview  Application Form / Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form / Interview  Application Form/Interview  Application Form / Interview  Interview  Interview/Skills Test  Interview  Interview  Interview  Interview |

Date: May 2017 E\* = Essential/D\* = Desirable