

Student Communities Assistant

6 posts available

Job Description

Fixed-Term August 2025 – June 2026

Salary: £12.60 per hour & holiday pay (part-time, flexible hours to include evenings and weekends)

Responsible to: Events Team Leader

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. Purpose of Post:

- To increase engagement of the Students' Union, promoting and encouraging participation in Student Union events, activities and services.
- To act as a lead/support for trips and activities.
- Sell and assist with merchandise pop-up shops, maintaining the stock inventory.
- Provide excellent customer service.

2. Main Duties and Responsibilities

- To take an active role in University Open Days.
- Utilise opportunities to promote activities, events and commercial offers using appropriate social media channels.
- Set up and take down Student Union pop-up shops, maintaining stock.
- Support the delivery of events, activities, and commercial stalls, including distribution of marketing materials and presenting lecture shout outs.
- Act as a 'Trip Leader'. And contribute to the running of the Give it A Go/Events programme.
- Have a good knowledge of Hallam Students' Union and contribute to the delivery of the Students' Union's Equality, Diversity and Inclusion agenda and embody the organisation's values of Passion, Honesty, Dedication, Innovation & Diversity.

PERSON SPECIFICATION
Student Communities Assistant

Requirements		Essential (E) Desirable (D)	Assessed by*
1	Qualifications/Training		
1.1	Must be registered on a Sheffield Hallam University course.	E	A
1.2	Willingness to undertake any training necessary to improve performance and service delivery.	E	I
2	Experience		
2.1	Experience of providing excellent customer service.	E	A/I
2.2	Experience of facilitating and supporting events and trips.	D	A/I
2.3	Ability to work with and engage diverse groups of people.	E	A
3	Knowledge		
3.1	Awareness of what the Students' Union does.	D	A/I
3.2	Have knowledge of using social media platforms, with a passion for communicating via these channels.	D	A
4	Skills & Attributes		
4.1	Ability to sell and promote the SU's services and products.	D	I
4.3	Ability to work as part of a team and create strong working relationships.	E	A
4.4	Ability to communicate and confidently respond to queries from a diverse range of people using your own initiative.	E	A/I
4.5	Flexibility and reliability – must be able to work in a range of locations during evening and weekends.	E	I
4.6	Have a genuine interest in making a positive contribution to the overall student experience.	E	I

***A – Application, T – Task I- Interview**