**Job Description: Student Engagement Assistant  
Fixed-Term August 2024 – June 2025**

**Salary:** £ 12 per hour & holiday pay (Part-time flexible hours to include evenings and weekends)  
**Responsible to:** Student Communities and Development Administrator

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 and awareness of the Students’ Union activities and services through regular and consistent interactions with the student population.
* To be a brand Ambassador for the SU, communicating positive messages, promoting and encouraging participation in SU events, activities and services.
* Increase the visibility of the Students’ Union by establishing a greater presence and on campus offer.
* To act as a lead/support for trips and activities.

1. **Main Duties and Responsibilities**

* To take an active role in promotional cross campus activity, including University Open Days and create a friendly and appropriate customer service.
* Proactively support and promote all Students’ Union Flagship events including Welcome and Elections.
* Utilise opportunities to promote activities, events and commercial offers using appropriate social media channels.
* To engage with SHU staff members where appropriate to raise awareness of the Students’ Unions offer.

1. **Increase the visibility of the Students’ Union by establishing a greater presence on campus.**

* Support the delivery of a vibrant and engagement on campus offer through the delivery of events, activities,and commercial stalls.
* Raise awareness of the Students’ Union through engaging in regular and consistent interactions with the student population, through activities organised through the visibility project.
* Conduct outreach activity to gain insight into student’s opinions on their experience at Sheffield Hallam, including distribution of marketing materials and presenting lecture shout outs.

1. **Attend/lead appropriate trips and activities.**

* Where appropriate act as a ‘Trip Leader’ or ‘Activity leader’ as part of the opportunities within the Give it A Go/Events programme and other activities within Hallam Students’ Union.
* Be an initial point of contact for trip/activity participants with questions or issues regarding activities at the Students’ Union.

1. **Developing the Students’ Union**

* Have a good knowledge of Hallam Students’ Union and deal with requests and queries from a variety of groups and individuals, ensuring outstanding customer service.
* Help to encourage cross-team working, effective communication, and innovation across the organisation.
* 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**

**Job Title: Student Engagement Assistant**

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| **Requirements** | | **Essential (E)**  **Desirable (D)** | | Assessedby\* | |
| **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 | | A/I |
| **2** | **Experience** | |  | |  |
| 2.1 | Experience of marketing and promotion of events, opportunities, and other commercial offers | | D | | A/T |
| 2.2 | Experience of facilitating and supporting events and trips. | | D | | A |
| 2.3 | Experience of working with and engaging diverse groups of people. | | E | | A/T |
| 2.4 | Ability to present information in a concise and engaging way, for a variety of audiences | | E | | T |
| **3** | **Knowledge** | |  | |  |
| 3.1 | Have knowledge and experience of utilising different social media platforms, with a passion for communicating via these channels. | | D | | A/T |
| 3.2 | Awareness of how the Students' Union is run and commitment to its core values. | | D | | A |
| **4** | **Skills & Attributes** | |  | |  |
| 4.1 | Ability to sell and promote services such as the SU and its services and products. | | E | | T |
| 4.2 | A professional/personal interest in events and promotions. | | E | | A |
| 4.3 | Ability to confidently present ideas to colleagues and peers. | | E | | A/T |
| 4.4 | Ability to work as part of a team and create strong working relationships. | | E | | A/T |
| 4.5 | Ability to communicate and confidently respond to queries from a diverse range of students and stakeholders. | | E | | A/T/I |
| 4.6 | Have a good attention to detail and ability to organise your time and make decisions using your own initiative | | E | | A/T |
| 4.7 | Flexibility and reliability – must be able to work in a range of locations (within Sheffield) during evening and weekend and be punctual. | | E | | A/I |
| 4.8 | Possess a genuine interest in making a positive contribution to the overall student experience at Sheffield Hallam Students' Union. | | E | | A |

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