

Insight Assistant

Role Profile

The Union's mission: **unlocking the potential and enriching the life of every student.** Your role in this mission is described below.

Main Purpose of Role:

- 1) To run focus groups and conduct interviews with students to collect qualitative data about students' experiences in group and project based work at the University of Southampton.
- 2) To promote a survey which will collect quantitative data from students about their experiences in group and project based work at the University of Southampton.
- 3) To Assist with processing and analysing the data collected through the student consultation process

Responsible to: Insight Manager

Grade: Support Staff – Level 2

Main Duties of the Role

In conjunction with the Insight Manager you will run focus groups and conduct interviews with students

- To organise focus groups and interviews with students in order to gather data and information on their university experiences.
- To gather valuable insight from students through the focus groups and interviews.
- To assist with processing and analysing the data collected through the data gathering.
- To engage with different stakeholders such as students, as part of the research collection.

Actively promote a survey to collect data from students

- Use proactive and innovative approaches to engage with students and collect their opinions.
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- To engage with a diverse and representative cohort of students to ensure that the data collected is representative of the wider student cohort.
- To be willing to visit other campuses at the University of Southampton to ensure we collect data from students at different sites.
- To represent SUSU's values at all times when engaging with students.
- To use your initiative to ask relevant and insightful further questions to gain further information from students about their experiences at university.

Assist the Insight Manager with processing and analysing the data collected through the student consultation process

- To assist with processing, the data that will be collected as part of the student consultation process.
- To work with the Insight Manager to analyse the data and draw conclusions and recommendations.
- To support the data processing as required in order to support the project aims and objectives.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Ensuring that statutory and legal obligations are met
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community
- Working with the team to ensure a full service is provided at all times
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

The Union Staff Behaviours

We have defined how we expect all staff to behave at work to live our **values**:

- Be personally **responsible** and lead by example in our work
- Be **inclusive**, making sure there is something for everyone in all we do
- Be ambitious and **engaging** by pushing the boundaries in what we offer members
- Encourage **students to lead** and be **responsive** to both staff and member ideas
- Be **transparent**, open and honest with each other and our members
- Work together, encouraging and supporting each other to do the best we can

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Able to engage and communicate effectively with a diverse range of people, including students and academic staff	X	
Able to organise meetings and interviews with students to gather information to inform the project	X	
Experience of communicating with different stakeholders on a project to deliver successful outcomes		X
Confident in talking to different cohorts of students about their experiences at university	X	
Awareness and appreciation of exceptional customer service	X	
Ability to learn new skills	X	
Commitment to seeing a project through to its completion	X	
Willing to visit different campuses at the University of Southampton	X	
Experience of flexibility in delivering a service	X	
Confident in using computers, iPads and IT equipment	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Students' Union	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety	X	