

# Freshers Assistant Role Profile

SUSU's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

## Main Purpose of Role:

- 1) To assist with the delivery of SUSU events and campaigns
- 2) To help provide a welcoming and informative customer service
- 3) To create a safe working environment

**Responsible to:** Events Manager

**Responsible for:** n/a

**Grade:** Support Staff Level 1

## Main Duties of the Role

### To assist with the delivery of SUSU events and campaigns

- To set up, provide support during, and pack down events and campaigns at various sites, primarily the University of Southampton campuses.
- Assist external clients with the setup of their booking and delivery of event as required
- Work with SUSU departments to ensure appropriate delivery of logistical requirements for events and campaigns
- Support and generate social media coverage of SUSU events and campaigns
- Assist with managing queues, crowd management, and monitoring attendance numbers in the building(s) or event.

### To help provide a welcoming and informative customer service

- Greet and welcome customers to our buildings and events.
- Help to resolve any customer queries or complaints promptly, referring to a team leader/manager when appropriate.
- Ensure that customers receive the best possible experience when visiting the Students Union, delivering service with a friendly face.
- Use innovative approaches to maximise the customer experience through varied, creative delivery.
- Respond to audience needs by adapting your delivery.

### To create a safe working environment

- Identify and report any potential hazards immediately to relevant colleagues and ensure action is taken to mitigate any risks to visitors to our activities.

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- Comply with the relevant safety and legislative requirements including: Licensing regulations, health & safety standards, and confidentiality policies.
- Undertaking training as required to complete your duties.
- To fulfil personal responsibility for working in a safe environment through maintaining cleanliness and housekeeping standards and reporting any faults, problems, issues, accidents, or incidents.

## Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- 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, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

## Person 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 to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant experience in direct marketing, promoting a brand offline and online		X
Confidence in talking to different kinds of people, such as students, customers, and brands	X	
Experience in live coverage of events (taking photos, Facebook live etc.)		X
Awareness and appreciation of exceptional customer service	X	
Possess a personable disposition with the ability to diffuse and difficult situations which may arise in the course of duty	X	
Ability to learn new skills	X	
Understanding of working safely	X	
Experience of working as part of a team	X	
Experience of flexibility in delivering a service	X	
Be capable of carrying out manual handling work		X

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Have held a driving licence at least 3 years, with a maximum of 3 points currently		X
Confident in using computers 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 & Inclusion; Ethical & Environmental issues; and Health & Safety	X	

## Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



### Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



### Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



### Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.