

# Student Engagement Rep 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) **Use promotional tools to encourage clubs, societies, and individual students to visit SUSU venues and attend SUSU events.**
- 2) **Act as a meet and greet for attendees of SUSU venues and events, ensuring they feel safe and welcome.**
- 3) **Reach out to attendees after their visit to seek feedback and to build lasting relationships between SUSU and the club, society, or individuals.**

**Responsible to:** Deputy Venues Managers

**Responsible for:** N/A

**Grade:** Student Staff Level 2

## Main Duties of the Role

**Use promotional tools to encourage clubs, societies, and individual students to visit SUSU venues and attend SUSU events.**

- Act as the point of contact between SUSU venues and clubs, societies, and individual students for bookings and socials.
- Use existing relationships with key club and society committee members, and build new connections, to encourage visits to SUSU venues, with particular attention to Stag's on Tuesday, Wednesday, and Thursday evenings.
- Promote the food and beverage deals that SUSU offer in the venues and at events to your network of students using social media and other appropriate avenues.
- Help facilitate space and table reservations in the venues when the opportunity arises using the booking system, liaising with venues and front of house teams and with the students.
- Promote the benefits of visiting SUSU venues including, but not limited to, the safety bus, student only and free entry.
- Stay up to date with the events planned for the venues, including, but not limited to, live sport screenings, regular and special karaoke & quiz events. Encourage attendance at these events and collate feedback for future occasions.

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## **Act as a meet and greet for attendees of SUSU venues and events, ensuring they feel safe and welcome.**

- Be present and visible for the arrivals of bookings/socials and liaise with the social secretary or event organiser to ensure a warm welcome.
- Act as a troubleshooter as required, working with the venues/events team to ensure the attendees have an enjoyable experience.
- Serve the students with welcome food and/or drinks when has been pre-agreed as part of the booking.
- At the time of the event/booking, enable any other reasonable request that may have pre-agreed to ensure students' expectations are met.
- Work with the venues, events, and security team to ensure a seamless entry into the venue or event.
- If required and scheduled in advance, arrive before the event or booking to help with the set up. This may be before the venue opens or after opening but before group arrival.
- Assist with any accessibility needs that the members of the booking may have such as moving furniture to make space for guests with accessibility requirements.
- Ensure that the fulfilment of the bookings you facilitate does not impinge upon the enjoyment and safety of the other attendees in the venue/event.
- Support the venues team with any reasonable task within the outlet such as clearing tables and other front of house duties.

## **Reach out to attendees after their visit to seek feedback and to build lasting relationships between SUSU and the club, society, or individuals.**

- Follow up with each one of the bookings you arranged within 24 hours of the end of their visit to gather feedback.
- Ensure that feedback is passed on to the relevant SUSU staff within the venues, events, facilities or front of teams.
- Help the management team to act on feedback to improve the experience of future attendees.
- Attend SUSU Event Committee meetings to feedback to the group and help shape future events at SUSU.

## **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.

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- 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 a similar role.		X
Excellent communication and interpersonal skills.	X	
Reliable, willing, and able to work on a consistent basis.	X	
Excellent time management.	X	
Great organisational skills	X	
Awareness and appreciation of exceptional customer service.	X	
Understanding of working safely.	X	
Ability to learn new skills.	X	
Commitment to and knowledge of equal opportunities – including equality, diversity and inclusion.	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment.	X	
Commitment to and an understanding of 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.