

JOB DESCRIPTION

Job Title:	Student Union Helpdesk Assistant
Reporting to:	Helpdesk Coordinator
Place of Work:	York SU Helpdesk, Student Centre
Hours of Work:	8 hrs per week (during semester only)

Job Overview

As a Helpdesk Assistant, you'll create a welcoming and informative first impression for students, staff, and visitors. You will form part of the Helpdesk team and work collaboratively with your Helpdesk teammates and the wider York University Students' Union staff team.

You'll be a champion for the Students' Union, promoting everything we offer and making the Helpdesk a hub for student information and support. You will provide students with the knowledge to navigate student life effectively and enable them to make the most of all the exciting opportunities available. Your infectious enthusiasm, approachable nature and knowledge of our services will give students the confidence to access the right services, information and support at the right time.

This is an on campus, office-based role, where your administration skills and confidence in using a computer will help ensure the department's smooth running.

Key Responsibilities

- *Act as the first point of contact for all student enquiries at the Helpdesk, providing a warm welcome both digitally, in person and over the phone.*
- *Actively promote York SU and all that it does, readying yourself with the knowledge to answer student and staff queries.*
- *Use initiative to investigate and resolve enquiries within a reasonable timescale, escalating where necessary.*
- *Build relationships with Student Union staff and ensure students are connected with the right people to meet their needs.*
- *Signposting students and visitors to the correct services as required.*
- *Promptly process and log all post and parcels, ensuring that items are stored safely and recipients are notified.*

- *Administrate key processes for the Activities department, including transport and physio bookings.*
- *Ensure that the Helpdesk space is tidy and welcoming to customers at all times.*
- *Support the Commercial Services team with the sale of Long Boi merchandise and other items*
- *Keep the Student Pantry well stocked and accessible for students who use this service*

York SU's Values and Behaviors

To work with us, we ask all staff to uphold our core values and behaviors. These are:

Ambition

We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.

Innovation

We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.

Social Conscience

We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.

Authenticity

We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.

Partnership

We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.

General Notes

- The principal roles and responsibilities of this post will change from time to time and



the post holder is required to undertake any additional duties as deemed appropriate by the union.

- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to the Union and their job.
- Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook, constitution and employee policies.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome events and Welcome Fair, Student Balls and any other key events, including elections.
- All staff are expected to champion an organisational culture which is inclusive and both values and celebrates diversity, and where students feel empowered to shape their Union.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- Staff must uphold York SU's environmental and sustainability aims, ensuring good practice is met.
- Everyone must work within, promote and uphold the student-led and democratic ethos of the Students' Union.

PERSON SPECIFICATION

Requirements	Essential	Desirable
Qualifications & Experience		
Experience in a customer service role		X
Recent experience in an administrative role		X
Experience working with a variety of computer systems and software.	X	
Experience using a CRM		X
Knowledge & Skills		
Excellent interpersonal skills - able to communicate clearly and effectively using a variety of methods	X	



An understanding of what the York University Students' Union offers students	X	
Knowledge of issues affecting students, Students Unions and Higher Education institutions		X
Ability to work on own initiative and problem-solve	X	
Personal Attributes		
Highly organised with the ability to multi-task	X	
Ability to deal with sensitive issues with compassion	X	
Commitment to continuous improvement	X	
Ability to work independently	X	
Able to work effectively with others as a competent team member	X	

June 2025 - GL

