

JOB DESCRIPTION

Job Title- Streetwise Team Member

Reporting to- Safety and Logistics Manager

Place of Work- The University of York Students' Union

Hours of Work- 0 hours contract, providing the flexibility to work around your studies

Contract length- September 2025 - June 2026

Duties & Responsibilities

Streetwise is a university project delivered by us here at the students' union.

We are looking for people with the ability to think on their feet, with a genuine empathy for our students, who are reliable, sensible and trustworthy.

The role involves walking routes in the local area, to assist those in need, to interact with the students of the university and local residents in a friendly and professional manner, providing signposting and a friendly face.

To provide a safe environment for students to enjoy non academic activities on and around campus, to assist Campus Safety where appropriate, to act as first support to students in distress or vulnerable students and to ensure all interactions are empathetic and considerate towards the students and others involved.

Streetwise is a University scheme delivered by the University of York Students' Union, which has a remit to provide reassurance and safety to students and residents, supporting Campus Safety on Wednesdays and Sundays during semester teaching weeks between 21:00 and 03:00 in the Heslington area around the University.

Training

By committing a reliable, positive attitude to us, we will commit to providing you with training far above the industry standard. This will be a mix of hands-on training and online training.

York SU's Values and Behaviours

To work with us, we expect our staff to uphold our core values and behaviours. 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 will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the staff information guide.
- A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Welcome Events, Summer Ball and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Students' Union by displaying standards of service integrity, punctuality, politeness and professionalism.
 - The post-holder will also be expected: To work weekends when required when leading on and assisting with in-person promotional events.
 - To uphold York SU's environmental and sustainability practices, ensuring good practice is met.
 - To abide by York SU's constitutions and policies.
 - To work within, promote and uphold the student- led and democratic ethos of the Students' Union.
- York SU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes

PERSON SPECIFICATION

Required skills & experience	Essential	Desirable
Ability and confidence working in a fast paced environment	*	
Ability to adapt to changing environments and being able to use initiative	*	

An eagerness to learn and expand existing skill sets	*	
Have a contagious, 'can-do' attitude and eager approach to work	*	
Great communication skills- in particular the ability to communicate effectively on a face to face basis	*	
Ability to work in a team or alone	*	
Ability to handle difficult and conflict situations		*
Personal qualities:		
A friendly and approachable manner	*	
Good interpersonal skills	*	
Ability to use own initiative	*	
Good powers of observation and ability to make decisions quickly	*	
To be a positive and energetic team member	*	
Attention to detail	*	
Excellent time management skills	*	
Be empathetic towards student	*	
Comfortable working in a democratic student environment and to commit to our organisational values	*	
Honest and high integrity	*	
Working well within a team	*	