



University of York Students' Union
Registered in England and Wales.
Charity Number: 1173404 Company Number: 10688097
Registered Office: The Student Centre, James College,
Newton Way, Heslington, York, YO10 5DD

E: enquiries@yusu.org
T: 01904 32 3724
W: yusu.org



JOB DESCRIPTION

Job Title: Student Union Help Desk Assistant

Reporting to: Helpdesk Coordinator

Place of Work: The Student Union Help Desk and across campus

Hours of Work: 7.5 hours per week

Salary: £9.90 per hour (plus holiday pay)

Job Overview

At York University Student Union we are all about 'Building Power' and 'Creating Connection' with the students at York. Our Student Union Help Desk Assistants are pivotal to the success of our mission to help all students reach their full potential and make the world a better place.

As a SU Help Desk Assistant you will help to promote all that we have to offer students at University of York Student Union. You will help make the SU Help Desk an easily accessible place where students come for information, guidance and support. You might be the first Student Union staff member that our students meet and so it is essential that you are warm, approachable and committed to making a good impression. In this student centred role you will be responsible for showcasing all we have to offer at YUSU. You will empower students with the knowledge to navigate the student union effectively and make the most of all the exciting opportunities available to them. 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.

You will also be responsible for a number of routine tasks that are essential to the smooth running of our Student Union Helpdesk.

Key Responsibilities

- Act as the first point of contact for all student enquiries to the Student Union Help Desk, providing a warm welcome both digitally and in person.
- Run the digital student union help desk, responding to a wide variety of enquiries, sometimes within short timeframes.
- Using initiative to investigate and resolve enquiries before escalating where necessary
- Work as part of the Helpdesk team to communicate, compile and pick up outstanding logged enquiries
- To simultaneously deal with multiple tasks



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- 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
- Support the Student Union's events programme
- Process and log all post and parcels in a timely manner
- Follow Transport Booking process to organise vehicles for regular student activities
- Maintain a clear and tidy Helpdesk environment
- Support YUSUs sustainability initiatives and contribute to our commitment to make the world a better place
- Ensure our services are accessible and inclusive

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



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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 role 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, procedures and conditions of service contained in the Staff Handbook.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers' Fair, Student Balls and any other key events, including elections if necessary.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- To uphold YUSU's environmental and sustainability aims, ensuring good practice is met.
- To abide by YUSU's constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**



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Person Specification

Requirements	Essential	Desirable
Qualifications & Experience		
Experience of working in a customer facing environment, signposting and supporting people from a wide variety of backgrounds		x
Experience of working with a variety of computer systems and software.	x	
Knowledge & Skills		
Outstanding interpersonal and communication skills both verbally and in writing	x	
An understanding of what York University Student 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		



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Highly organised with the ability to mutli-task		x
Team work - you will need to be able to work well and engage with a wide variety of people from diverse backgrounds	x	
Ability to deal with sensitive issues with compassion	x	
Commitment to continuous improvement	x	

Date Updated : 11/10/22 NP