



**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](mailto:enquiries@yusu.org)  
**T:** 01904 32 3724  
**W:** [yusu.org](http://yusu.org)



## **JOB DESCRIPTION**

**Job Title: Student Union Help Desk Assistant**

**Reporting to: Student Union Help Desk Supervisor**

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

**Hours of Work: Minimum of 8 hours per week**

**Salary: £9 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 to connect with each other, SU staff and our campaigns. 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. As the eyes and ears of YUSU you will identify students' needs and priorities and regularly feed this information back to SU staff so we are continually evolving to keep pace with the students we serve.

You will also be responsible for a number of routine tasks that are essential to the smooth running of our student clubs and societies.

### **Key Responsibilities**

#### **Student Experience**

- Act as the first point of contact for all student enquiries to the Student Union Help Desk, providing a warm welcome digitally and in person.
- Supporting students to identify their unique needs, experience and journey and linking them with the people, services and opportunities to make it a reality.
- Run the digital student union help desk, responding to email enquiries and holding live chat sessions.



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- Run pop up hubs across campus bringing the above services and promoting SU activity to all students
- Organise events to promote Student Union activity, e.g. 'meet the Sabbs', 'society taster sessions'
- Work with the Student Voice and Communications team to support the widening participation agenda, finding innovative ways to proactively reach underrepresented students and support them in their student journey.
- Support the Student Union's events programme
- Signpost students to relevant wellbeing services

### **Student Feedback**

- Run regular engagement events to identify how to improve the student experience of YUSU activity
- Build relationships with Student Union staff and ensure students are connected with the right people to meet their needs.
- Continually review our offer and make improvements based on feedback and suggestions from students and staff

### **Environment**

- Maintain a warm and welcoming- environment at the student hub
- Coordinate meetings at the student centre and ensuring our meeting rooms are inviting, and attendees receive a professional service
- Support YUSU's sustainability initiatives and contribute to our commitment to make the world a better place
- Ensure our services are accessible and inclusive

### **Admin**

- Process post and parcels
- Book transport for student activity
- Ordering of sexual health resources
- Support Communities team with DBS applications

### **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.***



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### **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.***



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## 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
<b>Qualifications &amp; Experience</b>		
Experience of working in a customer facing environment, signposting and supporting people from a wide variety of backgrounds		x
<b>Knowledge &amp; Skills</b>		
Outstanding interpersonal and communication skills	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	
<b>Personal Attributes</b>		
Team work - you will need to be able to work well and engage with a wide variety of people from diverse backgrounds	x	



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Ability to deal with sensitive issues with compassion	<b>x</b>	
Commitment to developing the full potential of University of York students	<b>x</b>	
Commitment to continuous improvement	<b>x</b>	

*Date Updated (& Initials): 22/8/21 BA*