

# Activities Assistant

## 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) To provide professional and friendly support to the Activities Team and be the initial contact for Club & Society enquires.
- 2) Work collaboratively with the Activities Coordinators to make systems and processes run smoothly.
- 3) Support the Activities Team with a range of administrative duties, including RAG, Money Hub, fixtures and event support administration.

**Responsible to:** Head of Activities

**Responsible for:** n/a

**Grade:** 2

The Activities Assistant is an important role within the Student Activities Team. The role will provide accurate and consistent administrative support to the Activities Team and the 300+ clubs and societies, committees and volunteers the team supports. The role will be the initial contact for our clubs, societies and student volunteers and will focus on providing an excellent level of customer service.

### Main Duties of the Role

**To provide professional and friendly support to the Activities Team and be the initial contact for Club & Society enquires.**

- To be responsible for overseeing the smooth running of the Membership office front desk.
- Be the first point of contact for all in-person, email and Teams message enquiries in the Membership office, triaging and signposting queries as needed.
- To respond sensitively to distressed students, communicating effectively, and recognising the need for a confidential setting.
- Ensure good and consistent housekeeping and presentation of the office, to ensure it is an appealing first point of call for students.

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### **Work collaboratively with the Activities Coordinators to make systems and processes run smoothly.**

- To complete administrative tasks (e.g. diary management, bookings, process compliance monitoring) in support of larger scale work areas, such as Club and Society elections, affiliation periods and inductions.
- Support the processing of compliance documentation submissions from Club and Society officers in a timely manner, offering advice and support on our processes as required.
- Support management of Club and Society requests for external speakers in accordance with University of Southampton and SUSU policy.

### **Provide administrative support for a range of activities and events delivered by the Activities Team.**

- Support room booking process for SUSU and University of Southampton rooms for Clubs and Societies.
- Support with bookings and equipment ordering for Activities Team events and campaigns.
- Support with the administration of food hygiene training.
- Provide administrative support for Raise and Give (RAG), Money Hub, and fixtures and events.
- Work with the Activities Team to deliver events such as Clubs and Societies Fair, Freshers' Fair and Varsity, alongside other administrative tasks.

### **Contribute to the overall effectiveness of SUSU by:**

- Developing and maintaining relationships with key internal and external stakeholders.
- 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 SUSU Strategy, 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 SUSU 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.
- 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

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### Role 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 also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Experience of working successfully in an office environment in a reception or administration role (beneficial but not essential if in a HE student facing role)	X	
Excellent organisation skills and ability to manage own time with minimum supervision	X	
Commitment to the provision of excellent customer service and a genuine enthusiasm for working with students	X	
Excellent communication and interpersonal skills to be reflected in written, telephone and face-to-face contact with students, colleagues and external stakeholders	X	
Ability to establish a good working rapport with students/young people	X	
Ability to deal with students who present with confidential and sensitive issues	X	
Have experience and knowledge of issues facing the student body		X
Good understanding of and commitment to boundaries and the confidentiality policy	X	
Excellent IT skills, including MS Teams, MS Office, Outlook and CRM systems		
Enjoy working as part of a small team and possess a flexible approach to work	X	
Commitment to the values and purpose of a Students' Union, including the ability to work in and promote the student-led environment	X	
Commitment to and knowledge of equal opportunities including inclusivity and access issues	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.