

JOB DESCRIPTION

JOB TITLE

Students' Union Assistant

GRADE

I

FACULTY / DIRECTORATE

Student Experience / Students' Union

REPORTS TO

Students' Union Office Manager

PURPOSE

The Students' Union (SU) is the representative body for all students of the Arts University Bournemouth. It is led by elected Sabbatical Officers, supported by the Students' Union staff team and overseen by the Board of Trustees.

Within this team, the Students' Union Assistant provides clerical and administrative support to these Officers and staff, helping to run a busy office efficiently. The post-holder is a first point of contact for any students and staff who visit the Students' Union Office, and also to external clients who may communicate by telephone or email.

The role is very varied, and can include supporting elections, overseeing finances and helping out at events, alongside the routine requirements.

Some elements of the workload are predictable, but excellent organisational and customer service skills are required to deal with the wide range of queries received day-to-day, whilst also supporting staff and elected Officers with various tasks and activities.

The post holder will report to the Students' Union Office Manager and will actively contribute to the smooth running of the office, facilitating the activities of the Students' Union on a wider scale.

POST-SPECIFIC INFORMATION

The AUB Students' Union works on enriching the lives of AUB students, and focuses on representing and enhancing the student voice, alongside developing services which improve their university experience. The Union is led by Sabbatical Officers, elected by the student body on the basis of a manifesto. The Students' Union staff support the Officers in implementing their manifestos during the year, as well as core events and activities, working within the AUBSU Strategic Plan.

The Students' Union provides a wide range of activities, events and support for students at AUB. This can include welfare events; Fresher's Week and Graduation Ball; Course Representative training; support for student appeals and campaigns for the improvement of student experience. The aim of the organisation is to provide enrichment and encourage engagement from the time of initial contact with the Union.

The post holder will aim to improve engagement with the Union by providing excellent customer service, being both approachable and knowledgeable about the services and activities available. The post holder will also be expected to work effectively in a team, as well as being pro-active and working independently when required.

The Students' Union Assistant is expected to show commitment to the role and the organisation, in particular supporting the strategic themes and values of AUBSU.

KEY DELIVERABLES

Specialist:

- To be the first point of contact for all forms of enquiries received from students or external clients, providing relevant information and advice
- To provide clerical and administrative support to the Students' Union team
- To assist the Students' Union Office Manager, and the elected Sabbatical Officers, with specific activities
- To undertake routine financial tasks following standard procedures
- To carry out routine or basic analysis of information
- To work with the Democracy Coordinator to record and process minutes for Students' Union democratic meetings, where appropriate

Planning & Organisation:

- To deliver accuracy in work, facilitating the smooth running of the Union office
- To assist with the organisation and running of Students' Union events and activities
- To arrange hospitality as required for events, activities and meetings
- To make arrangements, such as travel and accommodation for attendance at events, conferences or other training, as necessary
- To support the running of Students' Union elections, as required by the Democracy Coordinator
- To monitor, maintain, and organise stock for Students' Union merchandise, resources and equipment

Customer / Teamwork:

- To deliver a high level of customer service to internal or external clients, who may visit in person or communicate by email or telephone
- To work closely with the Sabbatical Officers and staff team to support the efficient operation of the Students' Union office
- To contribute to the work of the Students' Union team in support of team deliverables, as set primarily by the elected Officers
- To ensure a positive representation of the Students' Union's mission and achievements in support of the partnership with University

General:

- All staff are expected to assist in key events throughout the year eg. Fresher's' and Graduation events, if necessary
- To work within and adhere to the Students' Union Strategic Plan, upholding the mission, vision and aims, including being mindful of sustainability
- To observe equality and diversity practices and procedures and promote equality of opportunity at all times
- Professional conduct: appreciation of handling both personal and sensitive data and retaining confidentiality
- To undertake such other duties as may reasonably be requested

ORGANISATION CHART

