



WE'RE HERE TO MAKE STUDENT LIFE  
BETTER AT ROYAL HOLLOWAY

**RECRUITMENT PACK:**  
**STUDENT STAFF**  
**MARCH 2023**



# Welcome.

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Royal Holloway Students' Union (RHSU) is an ambitious organisation that has students at the heart of our aims: to improve their education, make campus fun, look after their wellbeing, make them more employable, and ultimately empower them to change the world around them

That's where you come in. By downloading this pack you've taken the first steps towards joining the team, be that pulling pints behind the bar, working in the Union Shop, being the welcoming face behind our Helpdesk or putting the creative touches to our marketing collateral, there's a ton of opportunities available to everyone.

In fact, we employ over 400 students every year, putting more than half a million pounds back into their pockets and helping them to develop a bunch of new skills. Working here comes with some great benefits, such as the ability to pick shifts that suit your academic schedule and other life priorities, as well as the opportunity to widen your social network and make some friends for life.

If this sounds good to you then read on. The rest of this guide covers a lot about the Students' Union, how we work, our strategy and our values, as well as details about how to apply.

If you have any questions about any of the roles, please don't hesitate to get in touch with us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).



# Contents.

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- 04 A BIT ABOUT US.**
- 08 OUR OFFICERS.**
- 11 OUR STRUCTURE.**
- 12 OUR STRATEGY.**
- 13 OUR VALUES.**
- 14 NEXT STEPS.**



# A bit about us.

The Students' Union is a student-led organisation that represents 11,000 plus students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.130 student-led sports clubs and societies, ensuring academic representation on every course, offering free and independent advice through our professional Advice Centre, putting on loads of free events with our Give It A Go programme, and running a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our trading or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

## We're independent from the University.

While we work really closely with departments from all across the College, we are a separate organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.



## Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five external trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

## Current trustees.

President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Vacant
Vice President Societies & Sport	Hannah Hockin
Student Trustees	Isaac Crosby
	Molly Taylor
	Vacant
External Trustees	Justin O'Brien
	Rory Shanks
	Peter Elliot
	Jane Broadbent
	Vacant

## Our management.

Acting as Secretary to the Board of Trustees, it is the role of the Chief Executive to ensure effective and efficient strategic and operational leadership of the Students' Union. In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation.

The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive is supported by a professional senior management team who has specific responsibilities for implementing the day-to-day management of Membership Engagement, Trading Services, Marketing & Communications and Finance.

We employ a full-time team of 50 permanent staff and approximately 400 casual student staff.

## Our finances.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our trading services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

## We represent students.

This means that the sabbatical officers sit on university committees and pass on students' opinions about decisions and changes. They also meet with the local council and other stakeholders to tell them what students think on certain issues.

## Our services.

We're pretty active across campus supporting over 130 sports clubs and societies, representing students and their views, running our independent advice centre, serving up burgers in Tommy's Kitchen, hosting events across Medicine and the main SU building and providing a convenient place to shop for groceries.

## Our departments.

We have four distinct departments: Membership Engagement; Trading Services; Marketing & Communications and Finance.

## Membership Engagement.

Forming the backbone of the organisation, Membership Engagement includes Student Opportunities, Student Voice, Advice, and the Union Helpdesk.

All the administration for sports clubs and societies, academic course representation and social media management are just a few things run through here.

## Trading Services.

The Ronseal department. It covers every area where the Union is operating commercially, from Tommy's Kitchen, Medicine and The Packhorse to the Union Shop and big ticket events like the Summer Ball.

They're the biggest employers of student staff in the organisation and their small army of 300+ staff make sure the drinks keep flowing on our regular club nights which see 1600 students descend on the SU twice a week.

## Finance.

This department is responsible for processing the £6 million annual turnover that the organisation generates, ensuring we remain on a stable financial footing. They also support our HR function who are tasked with the recruitment of our 400 strong staff team.

## Marketing and Communications.

Getting our message out to our members in the spaces in which they operate is key to our success. It's the job of this department to know what to say and when to say it, all the while ensuring we look great while doing it.

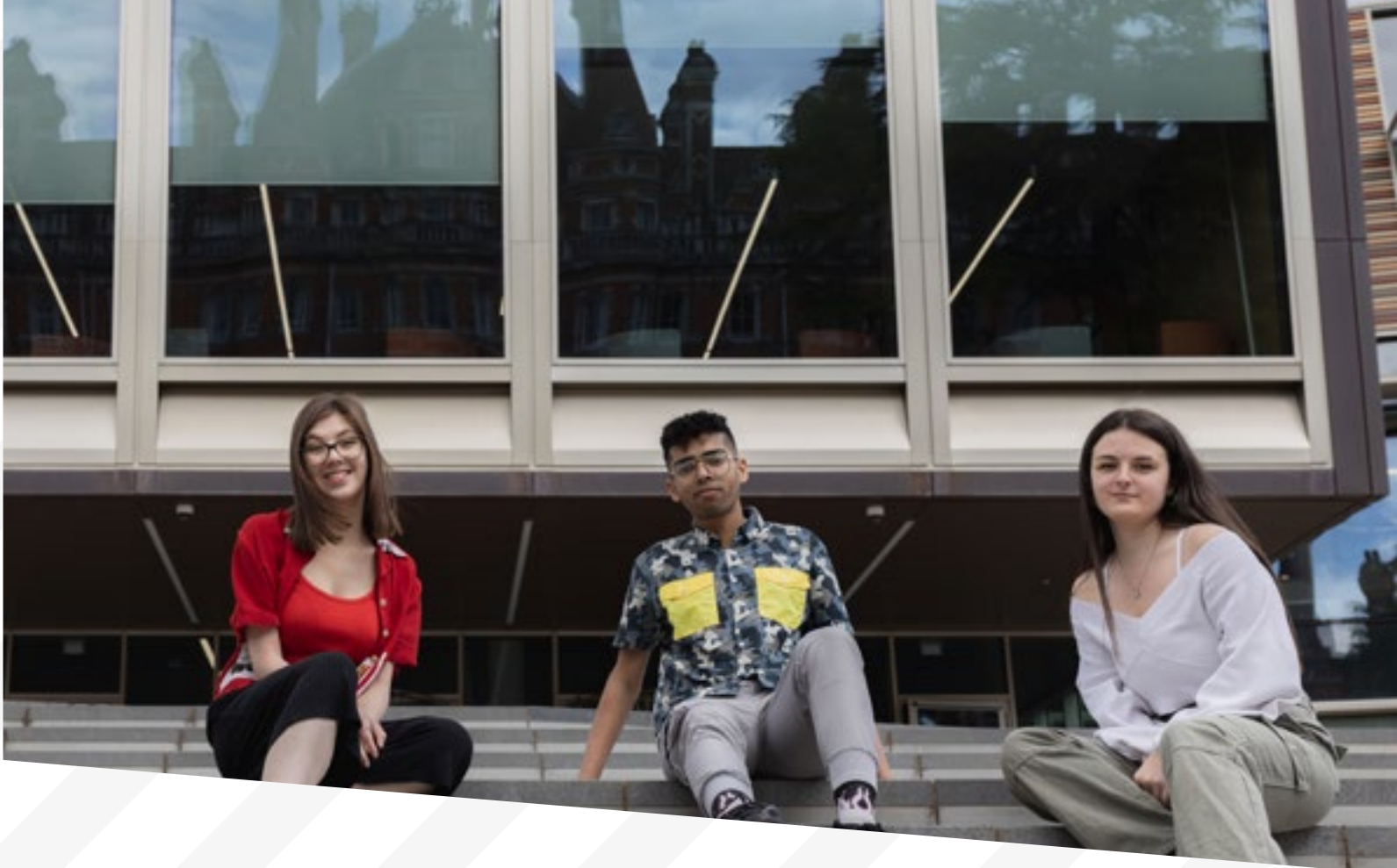


# Our 22/23 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



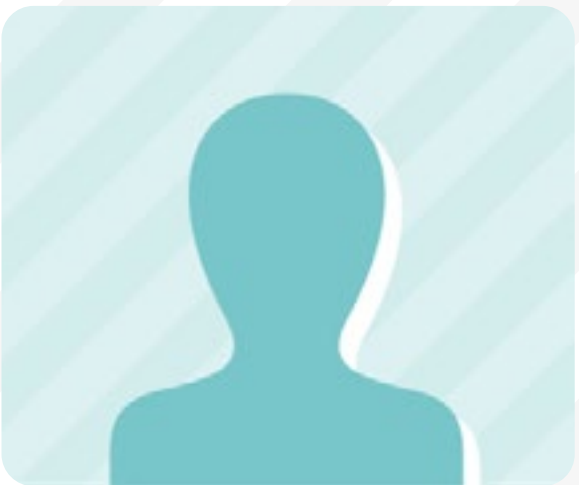
## Maia Jarvis - President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



## Shrijeet Shrey - Vice President Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the College is decided.



## Vacant - Vice President Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



## Hannah Hockin - Vice President Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.

A LITTLE ABOUT US

55,190

TICKETS SOLD FOR EVENTS IN OUR VENUES

2146

STUDENTS INVOLVED IN AT LEAST ONE SOCIETY OR MEDIA GROUP

1500+

STUDENT CASES DEALT WITH BY OUR ADVICE CENTRE

290

MEMBERS OF OUR 8 STUDENT COLLECTIVES

137

ACTIVE AND RATIFIED STUDENT GROUPS

400

STUDENT STAFF

50

PERMANENT STAFF

RH  
SU

£550,000

PAID TO STUDENT  
STAFF, PUTTING  
MONEY STRAIGHT  
BACK INTO THEIR  
POCKETS

111

THANK YOU

111 VALUES AWARDS GIVEN OUT TO STUDENT AND PERMANENT STAFF FOR EXCEPTIONAL PERFORMANCE

£300,000 in funding for the charity that was self-generated

93%

THE LEADERSHIP GROUP LEADS BY EXAMPLE

98%

THIS ORGANISATION HAS STRONG VALUES AND OPERATES TO HIGH ETHICAL STANDARDS

100%

I WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

100%

THE ORGANISATION CARES ABOUT ITS EMPLOYEES

98%

THE ORGANISATION GIVES A HIGH PRIORITY TO EMPLOYEE WELFARE AND HEALTH AND SAFETY

Results taken from our 2020/21 staff survey

Our structure.

There are four departments, each headed by a senior manager. Within these, a number of functional teams exist, each managed by a line manager.

The senior management team is made up of:

- Chief Executive: **Suzy Stevenson**
- Chief Operations Officer: **Max Ross**
- Head of Membership Support & Engagement: **Daniel Curran**
- Head of Finance & Digital Transformation: **Katie Marriner**

**CHIEF EXECUTIVE.**  
Suzy Stevenson

\*Chart shows permanent staff only

TRADING SERVICES Max Ross	MEMBERSHIP ENGAGEMENT. Daniel Curran	FINANCE & DIGITAL TRANSFORMATION. Katie Marriner
<p><b>&gt;&gt; Licensed.</b> Deputy Head of Venue Operations Medicine Manager SU Nightclub Manager Assistant Venue Manager Tommy's Kitchen Manager Tommy's Kitchen Cook The Packhorse General Manager The Packhorse Deputy Venue Manager The Packhorse Assistant Manager The Packhorse Grill Chef Trading Services Admin Assistant</p> <p><b>&gt;&gt; Entertainment &amp; Events.</b> Entertainments &amp; Events Manager Deputy Entertainments &amp; Events Manager Events &amp; Bookings Coordinator</p> <p><b>&gt;&gt; Retail.</b> Union Shop Manager Union Shop Deputy Manager x2 Graduate Assistant Manager Union Shop Duty Manager Administration Coordinator Union Shop Assistant x3</p>	<p><b>&gt;&gt; Student Voice.</b> Student Voice Manager Academic Communities Coordinator Representation &amp; Democracy Coordinator Research &amp; Insight Coordinator</p> <p><b>&gt;&gt; Advice Centre.</b> Advice Centre Manager Graduate Advisor x2</p> <p><b>&gt;&gt; Student Opportunities.</b> Student Opportunities Manager Societies Coordinator Sports Clubs Coordinator Membership &amp; Events Coordinator Helpdesk Coordinator Student Groups Admin Assistant</p> <p><b>&gt;&gt; Premises.</b> Facilities &amp; Maintenance Coordinator</p>	<p><b>&gt;&gt; Finance.</b> Deputy Head of Finance Senior Finance Coordinator Finance Coordinator Stock &amp; Bookings Coordinator</p> <p><b>&gt;&gt; Marketing, Communications &amp; Insight.</b> Deputy Head of Marketing, Communications &amp; Insight Communications Coordinator Social Media Coordinator Graphic Designer x2 Advertising &amp; Media Sales Coordinator</p> <p><b>&gt;&gt; Human Resources.</b> People &amp; Development Manager Senior HR Advisor HR &amp; Training Coordinator</p>



# Our strategy.

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Our mission is simple: **we're here to make student life better at Royal Holloway.**

We review our strategic plan every two years to ensure we're focusing on the right areas, with our current plan taking us through to 2024 and focusing on the following five aims:

1. Improve students' education
2. Make campus fun
3. Look after students' wellbeing
4. Make students more employable
5. Empower students to change the world around them

But we don't simply focus on what we do, we also care about how we do it and recruiting the right people is critical to our achievement of this.

You can read the full plan at [su.rhul.ac.uk/strategy](https://su.rhul.ac.uk/strategy).



# Our values.

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We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, they guide our day-to-day decisions and the behaviours that we champion.

## Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

## High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

## Inclusive.

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

## Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

## Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.



# Next steps.

Simply head over to [su.rhul.ac.uk/jobs](https://su.rhul.ac.uk/jobs), navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).

## The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

Successful applicants will need to submit proof of eligibility to work in the UK before employment. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.



## Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area. For detailed information on data protection during the recruitment process head over to [su.rhul.ac.uk/privacy](https://su.rhul.ac.uk/privacy).

## Equal Opportunitites.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).



## Casual Staff Role: Job Description & Person Specification

### Section 1: Key Information

Job Title	Helpdesk Assistant
Department	Membership Engagement
Team	Student Opportunities
Responsible to	Helpdesk Coordinator
Responsible for	N/A
Contract type	Guaranteed minimum hours (at least 10 hours per week during term time)
Hours of work	Up to 20 hours per week during term time (between 09:30-16:30, Monday to Friday)
Hourly Rate of Pay	£9.18 (excluding holiday pay) £10.29 (including holiday pay)
Purpose of role	To deliver a welcoming greeting point, and outstanding level of customer service for all visitors to the Students' Union, and to provide administrative support for staff as required.

## **Section 2a: Key Deliverables**

To help make this job description as clear as possible, we've included three examples of the type of work/jobs you'll be asked to do on a regular basis as part of this role.

- Delivering excellent customer service to all visitors who come to the Students' Union Helpdesk, dealing with their enquiries in a professional and friendly way.
- Answering all telephone and email enquiries, taking messages for staff and directing calls.
- Supporting the Students' Union with administration duties such as distributing post, recording and processing lost property items, processing minibus bookings, and financial administration for student groups.

## **Section 2b: Organisation Wide Responsibilities**

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.



### Section 3: Person Specification

<b>Education &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
Must be a current Royal Holloway student who will also be enrolled in the 2023/24 academic year	<b>X</b>	
<b>Experience &amp; Knowledge</b>		
Experience of working in a customer-focused environment or administrative role		<b>X</b>
Experience of working in an administrative role.		<b>X</b>
<b>Skills &amp; Abilities</b>		
An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times	<b>X</b>	
An ability to use your own initiative, taking responsibility for prioritising tasks and completing them to a high standard	<b>X</b>	
<b>Values</b>		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:		
Student Focused: everything we do will have students at the heart of it	<b>X</b>	
High Quality: your expectations are high, and we must exceed them	<b>X</b>	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible	<b>X</b>	
Brave: we should be bold and not afraid to challenge the status quo	<b>X</b>	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do	<b>X</b>	