

Casual Staff Role: Job Description & Person Specification

Section 1: Key Information

Job Title	Membership Events (GIAG) Assistant
Department	Entertainment & Events
Team	Membership Events
Responsible to	Membership Events Coordinator
Responsible for	N/A
Contract type	Zero Hours (in accordance with the needs of the organisation and the individual staff member)
Hours of work	Hours will vary each week, but expect to work approximately: Term 1 – 40 hours across the term Term 2 – 40 hours across the term Term 3 – 20 hours across the term Hours cover weekdays and weekends. Some unsociable hours may be required at certain points in the year
Hourly Rate of Pay	£11.54 per hour
Purpose of role	To assist the running of events and the Give It A Go programme by providing support at events and activities.

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.

- To provide assistance at or run Give It A Go or other membership events such as Pets as Therapy, Movie Nights, Cupcake Decorating and craft events. Other membership events such as campaign events.
- To be an Event Leader for selected off-campus trips, organising and communicating with groups of up to approximately 60 students.
- To interact with the student body to help promote the Give It A Go programme, and encourage other students to take part in it.

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 with 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

Education & Training	Essential	Desirable
Must be a Royal Holloway student for 2024/2025 academic year	X	
Valid UK driving licence		X
Experience & Knowledge		
Customer service experience, particularly in a student environment		X
Experience of working under own initiative; identifying and prioritising tasks as well as multitasking	X	
Skills & Abilities		
Demonstrates high levels of organisation and time management, as well as integrity, reliability, confidence and enthusiasm	X	
Strong customer service skills, very friendly and confident talking to large volumes of students, both individually and in groups	X	
A strong team player as well as a good leader	X	
Good at problem-solving, decision making and thinking outside of the box	X	
A brief understanding of the Give It A Go programme	X	
Values		
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.	X	
High Quality: your expectations are high, and we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	