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

RECRUITMENT PACK:

STUDENT STAFF

OCTOBER 2023
Welcome.

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.
A bit about us.

The Students’ Union is a student-led organisation that represents 12,000+ students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.140 student-led sports clubs and societies, and ensuring academic representation on every course. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run a shop, a pub, a couple of bars and a nightclub to fulfil students’ social life on campus.

We’re independent from the University.

While we work really closely with departments from all across the University, 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
Hannah Hockin
Sharanya Sivarajah
Nisha Bundhun
Alastair Copland

Vice President Education
Lucy Courtney
Bradley Powell
Muscab Salad

Vice President Wellbeing & Diversity
Lydia Halls
Mike Johnson
Justin O’Brien
Rory Shanks
Vacant

Vice President Societies & Sport
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 140 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.

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 our Advice Centre services 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 1400+ students descend on the SU twice a week.

Finance.

This department is responsible for processing the multi-million pound 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 & 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 23/24 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.

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**Hannah Hockin**

**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.

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**Sharanya Sivarajah**

**VP 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 University is decided.

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**Nisha Bundhun**

**VP 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.

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**Alastair Copland**

**VP Societies & Sport**

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students’ Union offers to student groups on campus.
£860,072

PAID TO STUDENT STAFF, PUTTING MONEY 直接回資金 BACK INTO THEIR POCKETS

£4.5m in funding for the charity that was self-generated

300+ STUDENT STAFF
57 PERMANENT STAFF

A LITTLE ABOUT US

EVENTS HELD ACROSS OUR VENUES
STUDENTS INVOLVED IN AT LEAST ONE SOCIETY OR MEDIA GROUP
STUDENT CASES DEALT WITH BY OUR ADVISE CENTRE
UNIQUE GIVE IT A GO EVENTS ATTRACTION 2,894 STUDENTS
ACTIVE AND RATIFIED STUDENT GROUPS

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

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: Tony Logan
Chief Operations Officer: Max Ross
Head of Membership Support & Engagement: Daniel Curran
Head of Finance & Digital Transformation: Katie Marriner

Senior Management Team

Chief Executive Officer
Tony Logan

Chief Operations Officer
Max Ross
Head of Finance & Digital Transformation
Katie Marriner (Maternity Leave)
Head of Membership Engagement
Dan Curran

Deputy Head of Finance
Tania Nicolicin

Deputy Head of People
Angelika Martyna

Deputy Head of Marketing, Communications & Insight
Stu Baillie

Deputy Head of Venue Operations
Frankie Foley

Staff Team

Student Opportunities.
Student Opportunities Manager
Societies Coordinator
Sports Clubs Coordinator
Helpdesk Coordinator
Student Groups Admin Assistant

Student Voice.
Student Voice Manager
Academic Communities Coordinator
Representation & Democracy Coordinator
Student & Democracy Coordinator

Advice Centre.
Advice Centre Manager
Student Advice Coordinator

Marketing, Communications & Insight.
Senior Communications Coordinator
Senior Design & Digital Coordinator
Advertising & Media Sales Coordinator
Social Media Coordinator

Finance.
Senior Finance Coordinator
Finance Coordinator
Stock & Bookings Coordinator

Human Resources.
Senior HR Advisor
HR & Training Coordinator

Entertainment & Events.
Entertainment & Events Manager
Tech & Events Coordinator
Membership Events Coordinator

Licensed.
Campus Venues Manager
SU Venue Assistant Manager
Medicine Assistant Manager

Tommy’s Kitchen Cook
The Packhorse General Manager
The Packhorse Grill Chef
Trading Services Admin Assistant

Retail.
Union Shop Manager
Union Shop Deputy Manager
Union Shop Duty Manager

Administration Coordinator
Union Shop Assistant

Premises.
Facilities and Maintenance Assistant

86%
92%
92%
88%
86%

StaB feel they receive support and encouragement from colleagues at work.
StaB feel colleagues trust and respect each other.
StaB feel their work contributed to the organisation’s performance.
StaB were treated with respect and dignity at work.
StaB agree it’s common practice for experienced colleagues to coach and mentor new starters.

Results taken from our 2021/22 staff survey.

Vacant
*Chart shows permanent staff team only
Our strategy.

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.

Our values.

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.
Section 1: Key Information

<table>
<thead>
<tr>
<th>Job Title</th>
<th>HR Assistant</th>
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<tbody>
<tr>
<td>Department</td>
<td>HR</td>
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<tr>
<td>Team</td>
<td>HR</td>
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<table>
<thead>
<tr>
<th>Responsible to</th>
<th>People &amp; Development Manager, Senior HR Advisor, HR &amp; Training Coordinator</th>
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</thead>
<tbody>
<tr>
<td>Responsible for</td>
<td>N/A</td>
</tr>
<tr>
<td>Contract type</td>
<td>Zero Hours (in accordance with the needs of the organisation and the individual staff member)</td>
</tr>
<tr>
<td>Hours of work</td>
<td>Up to 20 hours per week during term time (between Monday to Friday 09:30 – 16:30)</td>
</tr>
<tr>
<td>Hourly Rate of Pay</td>
<td>£11.54</td>
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Purpose of role: The Students’ Union employs c. 50 professional permanent members of staff and approximately 400 casual student staff who provide support across a number of our diverse operations (i.e. our hospitality and entertainment venues, our Marketing & Communications team, our Helpdesk, our Give It A Go programme of activity). The professional HR team which provides support to these roles and teams is small and is in need of an extra pair of hands to provide administrative support, with particular focus on efficiently responding to email enquiries and the data entry onto our various employee systems. The successful candidate does not need HR knowledge but does need to be a highly organised administrator, with strong verbal and written communication skills and a keen attention to detail.

Closing date: Sunday 5 November 2023
Interview dates: Interviews for this role will be held on an ad-hoc basis, as applications are received.
Induction date: TBC

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. Above all this role will need to ensure it maintains confidentiality across all areas of responsibility:

- Supporting casual student staff recruitment cycles.
- Responding to email enquiries in a timely, professional and friendly manner.
- Supporting the HR team with administration duties such as data entry to various employment systems (PeopleHR and RotaCloud), right to work checks, contract and paperwork checks for casual student staff positions.
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

<table>
<thead>
<tr>
<th>Education &amp; Training</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Must be a current Royal Holloway student</td>
<td></td>
<td>X</td>
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<table>
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<tr>
<th>Experience &amp; Knowledge</th>
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<tbody>
<tr>
<td>Experience of working in an administrative role (either voluntary or paid)</td>
<td></td>
<td>X</td>
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<thead>
<tr>
<th>Skills &amp; Abilities</th>
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<tr>
<td>An ability to provide excellent customer services in a busy environment, remaining calm, polite and friendly at all times</td>
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<td>X</td>
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<tr>
<td>Excellent communication skills, both verbal and written</td>
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<td>X</td>
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<tr>
<td>Keen attention to detail and ability to complete tasks to a high standard</td>
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<td>X</td>
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<tr>
<td>Intermediate knowledge of Microsoft Excel</td>
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<td>X</td>
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<tr>
<th>Values</th>
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<tr>
<td>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:</td>
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<tr>
<td>Student Focused: everything we do will have students at the heart of it.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>High Quality: your expectations are high, and we must exceed them</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Brave: we should be bold and not afraid to challenge the status quo.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.</td>
<td></td>
<td>X</td>
</tr>
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Next steps.

Simply head over to 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.

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.

Equal Opportunities.

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.