



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



RECRUITMENT PACK: EVENT SUPPORT CREW

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@SURHUL

Welcome.

Thank you for your interest in joining Royal Holloway Students' Union as a member of our student staff team.

Making student life better is at the heart of our strategy and we can't do it without passionate people helping us to run our venues and services. We're proud to employ around 200 students in the 2025/26 academic year.

If you want to join an ambitious and friendly organisation where no two days are the same, a job at the SU could be perfect for you. You'll build loads of transferable skills, earning money and making great friends in the process.

Working for the SU also comes with some great benefits, starting with the ability to pick shifts that suit your academic schedule. To help with student living costs, we'll give you 10% discount in our venues and free entry to certain SU Venue club nights. We're also a flexible pay employer which means you'll have access to financial support tools and the ability to choose when you access your wages.

Sound good? Read on for more information about the SU, the roles we currently have available, and how to apply. We look forward to hearing from you!

Tony Logan

Chief Executive Officer, RHSU



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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 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, run 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 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 lay 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.

Board of Trustees.

President and Chair of the Board	Olivia Davies
Vice President Education	Matthew Paterson
Vice President Wellbeing & Diversity	Vaishnavi Vajja
Vice President Societies & Sport	David Gallardo González
Student Trustees	
	Eleanor Wooller
	Oliver Case
	Tomasz Ostrowski
Lay Trustees	
	Lydia Halls
	Mike Johnson
	Rory Shanks (Vice Chair)
	Nicholas Yassukovich
	Helen Beurier

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, HR and Finance.

We employ a full-time team of 55 permanent staff and approximately 200 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 140+ sports clubs and societies, representing students and their views, running our independent Advice Centre, hosting events across the SU Venue and providing a convenient place to shop for groceries.

Our departments.

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

Membership Engagement.

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

All the administration for sports clubs and societies, academic course representation and our annual Leadership Elections are just a few things run through here.

Trading Services.

We operate a range of commercial services to enhance student experience on campus: the SU Venue, The Packhorse, and the Union Shop.

These services also enable us to employ over 300 student staff who gain valuable transferable skills, as well as lifelong friendships.

Finance & HR.

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 & 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 25/26 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.



Olivia Davies **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.



Matthew Paterson **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 College is decided.



Vaishnavi Vajja **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.



David Gallardo González **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.

Our strategy.

Our overall mission is to make student life better at Royal Holloway but how do we achieve this?

We are excited to launch our brand new strategy
Building Community, Leading Change for 2024-2027.

Strategic Aims:

- Building Communities for all Students
- Building Stronger Student Voice and Representation
- Providing Inclusive Activity and Spaces
- Providing Advice and Advocating for Students

Enabling Themes:

- People and Culture
- Physical and Digital Infrastructure
- Well-Governed and Sustainable

Enabling our purpose and strategic aims, these areas form the backbone of our plan. Firstly, we must recruit great people who share our values and believe in our mission, fostering a collaborative and inclusive culture. Next, we must get our governance in order and invest in our physical and digital infrastructure to ensure it is fit for purpose. We also need to think sustainably in our everyday practices to ensure RHSU and the environment can thrive for years to come

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.

Event Support Crew

Responsible To:	Event Support Crew Supervisor Duty Manager (on shift) Entertainment and Events Manager
Team:	Venues
Contract Type:	Zero Hours (in accordance with the needs of the organisation and the individual staff member).
Hours of Work:	Up to 20 hours per week during term time (including some unsociable hours).
Hourly Rate of Pay:	£12.21
Purpose of Role:	To assist in the general running of Students' Union venues, with specific responsibility for the set-up of event support equipment, late night door entry operation, and supporting the delivery of a safe and welcoming environment.

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.

- Setting up (and where required) taking down all event equipment relating to the Health & Safety of customers, such as the event perimeter fencing, pedestrian barriers and crowd control barriers within the event.
- Undertaking tasks at event entry operations, checking of IDs, directing ticket and non-ticket holders to the appropriate processing point, and acting as first line of contact for enquiries upon entry to venues.
- Undertake the role of 'Good Night Out Crew', supporting the delivery of a safe and welcoming environment at all late night events, assisting customers who may be perceived as vulnerable due to their actions or the impact of the actions of others.
- Working alongside the contracted Sia team, and appointed 1st Aid providers to ensure customer safety and reduce alcohol vulnerability, identifying negative situations and liaising with peers to deliver safe outcomes for vulnerable customers.

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.

Person Specification.

EDUCATION AND TRAINING

	ESSENTIAL	DESIRABLE
Must be a current Royal Holloway student for the 2025/26 academic year.	X	

EXPERIENCE AND KNOWLEDGE

Experience or knowledge of event management in a paid or voluntary capacity		X
Experience of working or volunteering in a team, particularly in a fast paced environment.	X	
Experience of working or volunteering in a customer support or welfare role, particularly in a late night or festival environment.		X

SKILLS AND ABILITIES

A good listener to others, with an ability to communicate calmly under all circumstances.	X	
An ability to provide excellent customer services in a busy environment, remaining calm, polite and friendly at all times.	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



Next steps.

Simply head over to rhsu.careers, 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 deadline for receipt of applications is strictly: Sunday 9 November 2025.

Interviews will be held on week commencing: Monday 17 November 2025.

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.