

Casual Staff Role: Job Description & Person Specification

Section 1: Key Information

Job Title	HR Assistant
Department	Membership Support & Engagement
Team	HR
Responsible to	HR & Recruitment Coordinator; HR Coordinator
Responsible for	N/A
Contract type	Guaranteed minimum hours (at least 10h/week)
Hours of work	Up to 20 hours per week during term time (between Monday to Friday 09:30 – 16:30) Preferred working pattern Monday - Wednesday
Hourly Rate of Pay	£8.36 (excluding holiday pay) £9.36 (including holiday pay)
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.

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

Education & Training	Essential	Desirable
Must be a current Royal Holloway student	X	
Experience & Knowledge		
Experience of working in an administrative role (either voluntary or paid)	X	
Skills & Abilities		
An ability to provide excellent customer services in a busy environment, remaining calm, polite and friendly at all times	X	
Excellent communication skills, both verbal and written	X	
Keen attention to detail and ability to complete tasks to a high standard	X	
Intermediate knowledge of Microsoft Excel	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	