

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**STUDENT STAFF
RECRUITMENT PACK**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

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SMILE

EAT

LAUGH

TALK

DANCE

KISS

DRINK

SHOUT

WELCOME

The people that work for RHSU don't just do it for a paycheque. No, they're passionate about being part of something big, part of an organisation that creates change on campus and delivers huge events on a weekly basis.

That's where you come in. By downloading this pack you've taken the first step towards joining the team, be that pulling pints behind the bar, ronting our security operation on club nights or working in our shop, there's an absolute ton of opportunities available to everyone.

In fact, we employ over 350 students every year, putting half a million pounds back into their pockets and helping them to develop a bunch of new skills. And working here comes with some cracking benefits as well, such as a staff discount card, free entry to event nights* and the knowledge you're making friends for life.

Sound good? Well read on then. The rest of this guide covers everything about the Students' Union, how we work, details about the roles on offer and how to apply. Once you've finished up reading, make sure to head to su.rhul.ac.uk/jobs to complete your application and get the ball rolling.

THE IMPORTANT HR BIT

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.

*Free entry to event nights is subject to event and capacity. Always check with management before heading out to avoid disappointment.

A LITTLE BIT ABOUT US.

£737,487

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

WHICH HELPED US TURNOVER

£6 MILLION

(QUITE A LOT OF MONEY)

OUR TEAM IS MADE UP OF

450

STUDENT STAFF

50

PERMANENT STAFF

WE SPENT

£1.6 MILLION

DELIVERING OUR CHARITABLE SERVICES, ACTIVITIES AND REPRESENTATION FOR STUDENTS

OUR 2019 STAFF SURVEY FOUND:

89%

WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

96%

AGREE THAT COLLEAGUES TRUST AND RESPECT EACH OTHER

100%

AGREE THEY ARE TREATED WITH FAIRNESS, RESPECT AND DIGNITY AT WORK

93%

AGREE THEIR MANAGER TRUSTS AND RESPECTS THEM

93%

BELIEVE THAT THE LEADERSHIP GROUP ARE TAKING US IN THE RIGHT DIRECTION

Based on a campus set in 135 acres of parkland in Egham, the Students' Union is a student-led organisation that represents all 9800 students at Royal Holloway University. The University recently achieved a silver award in the Teaching Excellence Framework outcomes; was ranked 197th in the World and 31st overall in the UK in the Times Higher Education (THE) World University Rankings 2017/18; and achieved a rating of 88% for overall student satisfaction in the 2017 National Student Survey (NSS).

Believe it or not we're actually a charity. Why does this matter? Well it means that any money 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 five full-time Sabbatical Officers, three student trustees and three external trustees.

The Sabbatical Officers and student trustees are elected each year by, and from, the student membership of the University. Sabbatical officers take a year out of their studies (or immediately after graduating) to serve as a trustee.

The President of the Union (one of the five 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

Jack O'Neill

Vice President Education

Kate Roberts

Vice President Welfare and Diversity

Lucy Simpson

Vice President Societies and Media

Sophia Bolton

Vice President Sport

Dom Brown

Student Trustees

Hammad Chaudhry

Milo Dack

Niamh Smith

External Trustees

Fang Wei

Kirsten Daswani

Andrew McMenamin

Jane Broadbent

Peter Elliot

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 Support & Engagement, Trading Services, Marketing & Communications and Finance & Business Reporting.

We employ a full-time team of 45 permanent staff and approximately 350 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

After a bit of a shake up we now have four distinct departments: Membership, Support and Engagement; Trading Services; Marketing & Communications and Finance & Business Reporting.

MEMBERSHIP, SUPPORT AND ENGAGEMENT

Forming the backbone of the organisation, Membership Support and Engagement includes Student Opportunities, Student Voice, Advice, HR 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 Rouseal 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 150+ staff make sure the drinks keep flowing on our regular club nights which see 1200 students descend on the SU twice a week.

FINANCE AND BUSINESS REPORTING

This department is responsible for processing the £5 million annual turn over that the organisation generates, ensuring we remain on a stable financial footing.

MARKETING AND COMMUNICATIONS

Getting our message out to our members in the spaces 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.



Mabel performing live at Summer Ball 2019

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 2020 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.

OUR STRUCTURE

The Students' Union reorganised in the summer of 2016 to better align our staffing structure to deliver our new strategic plan. 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: **Tom Flynn**

Head of Trading Services (Deputy CEO): **Max Ross**

Head of Membership Support & Engagement: **Abi Jesson**

Head of Finance & Business Reporting: **Katie Marriner**

Head of Marketing & Communications: **Michael Bailey**

*Chart shows permanent staff only



CHIEF EXECUTIVE.
Tom Flynn



TRADING SERVICES.
Max Ross

>> Venues.

Licensed Trade Manager
Venue Operations Manager x2
Assistant Venue Operations Manager x2
Trading Services Coordinator
Tommy's Kitchen Chef
Graduate Management Trainee (Tommy's)
Head Door Supervisor
Venue Duty Manager x2

>> The Packhorse.

The Packhorse Manager
The Packhorse Deputy Manager
The Packhorse Assistant Manager
The Packhorse Chef
Kitchen Supervisors x2

>> Retail.

Union Shop Manager
Union Shop Deputy Manager x2
Union Shop Assistant Manager
Administration Coordinator
Retail Assistant

>> Premises.

Facilities and Maintenance Assistant



MEMBERSHIP SUPPORT AND ENGAGEMENT.
Abi Jesson

>> Student Voice.

Student Voice Manager
Academic Representation Coordinator
Democracy Coordinator
Research and Insight Coordinator

>> Advice.

Advice Centre Manager
Student Support Advisor

>> Student Opportunities.

Student Opportunities Manager
Sports Clubs Coordinator
Societies and Media Groups Coordinator
Events and Give It A Go Coordinator
Helpdesk Coordinator
Administration Assistant

>> Human Resources.

HR Manager
HR Coordinator
Recruitment Coordinator



FINANCE AND BUSINESS REPORTING.
Katie Marriner

>> Finance.

Financial Controller
Finance Coordinator
Finance Assistant



MARKETING AND COMMUNICATIONS.
Michael Bailey

>> Communications.

Communications Manager
Communications Coordinator

>> Digital and Design.

Graphic and Web Designer x2

>> Advertising and Sales.

Advertising and Media Sales Coordinator

BAR & CATERING TEAM

Department:	Trading Services
Team:	Venues
Responsible To:	Venue Operations Manager (Food & Beverage)
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:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To assist in the general running of Students' Union venues, through the preparation and serving of food and drink to customers.

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.

- Preparing and serving food and beverages to customers in a fast paced environment, from chopping onions to pouring pints, and everything between.
- Ensuring our venues are kept clean and tidy at all times, from washing plates and cutlery, to collecting empty bottles from the dancefloor.
- Assisting the wider team in preparing and running multiple events each week, from taking coats in a cloakroom, to checking customer tickets or wristbanding guests.

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

A current student at Royal Holloway.

X

EXPERIENCE AND KNOWLEDGE

Experience of working or volunteering in a team, particularly in a fast paced environment.

X

Knowledge of licensing law, or general rules regarding the operation of a licensed venue.

X

SKILLS AND ABILITIES

An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times.

X

Strong communication skills, with an ability to change tone and approach depending on the audience.

X

VALUES

Student Focused: Everything we do will have the students at the heart of it.

X

High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

SECURITY STEWARD

Department:	Trading Services
Team:	Venues
Responsible To:	Venue Operations Manager (Events & Entertainment)
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:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To assist in the general running of Students' Union venues, with specific responsibility for the security, safety and wellbeing of customers.

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 taking down all security equipment required for the health and safety of customers, such as the crowd barrier in the main hall, queue fencing and the event compound around the Students' Union.
- Assisting in the door entry operation by checking IDs, directing ticket and non-ticket holders to the relevant queues, and acting as the first line of contact for enquiries upon entry into the venues.
- Ensuring the welfare of our customers and staff. This might involve assisting them getting home, recording relevant incidents, providing information on campus support services and alerting SIA operatives to any conflict or first aid situation.

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

A current student at Royal Holloway.

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

SKILLS AND ABILITIES

A good listener to others, with an ability to communicate calmly under all circumstances.

X

An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times.

X

VALUES

Student Focused: Everything we do will have the students at the heart of it.

X

High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

TECH & EVENTS TEAM

Department:	Trading Services
Team:	Venues
Responsible To:	Assistant Venue Operations Manager (Tech & Events)
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:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To provide a range of technical support services for Students' Union events, activities and group performances. This includes sound and lighting engineering, rigging event décor, and the general maintenance of equipment.

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 operating sound, lighting and production equipment for Students' Union events and entertainments, including our weekly club nights.
- Providing technical support services for a variety of productions and events organised by our student societies and other Students' Union departments.
- Providing artist liaison during our events, working in a professional manor with acts and artists regarding their technical requirements.

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

A current student at Royal Holloway.

X

EXPERIENCE AND KNOWLEDGE

Experience in operating sound and lighting equipment, preferably in an events context.

X

Knowledge of AV equipment maintenance.

X

SKILLS AND ABILITIES

An ability to communicate effectively and professionally with individuals from diverse backgrounds.

X

An ability to solve problems, taking responsibility for finding resolutions to queries and concerns

X

raised by others.

VALUES

Student Focused: Everything we do will have the students at the heart of it.

X

High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

SHOP ASSISTANT

Department:	Trading Services
Team:	Retail
Responsible To:	Union Shop Manager and Deputy Manager(s).
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:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To assist in the general running of the Union Shop, serving customers on the tills, answering queries, and replenishing stock.

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.

- Serving customers on the tills, providing great service and complying with various internal procedures.
- Filling and rotating stock according to agreed planograms, and performing daily and weekly date checks on produce.
- Helping to receive deliveries into the shop, completing relevant paperwork where required.

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

A current student at Royal Holloway.	X	
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EXPERIENCE AND KNOWLEDGE

Experience of working or volunteering in a team, particularly in a fast paced environment.	X	
Knowledge of licensing law, or general rules regarding the operation of a shop.		X

SKILLS AND ABILITIES

An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times.	X	
Strong communication skills, with the ability to communicate effectively with people at all levels.	X	

VALUES

Student Focused: Everything we do will have the students at the heart of it.	X	
High Quality: 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	

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

NIGHT BUS DRIVER

Department:	Trading Services
Team:	Security
Responsible To:	Assistant Venue Operations Manager (Events & Entertainment)
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:	£8.63 per hour (excluding holiday pay) £9.67 per hour (including holiday pay)
Purpose of Role:	To drive the Night Bus as part of our late night welfare service, ensuring students are able to return home from campus on key function nights.

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.

- Ensuring the minibus is safe to drive by completing a vehicle checklist before each shift, and reporting any issues to the venue duty manager and Helpdesk Coordinator.
- Driving students back to their homes (within a three mile radius of the Students' Union) during and after function nights.
- Driving the minibus for a range of other events and activities, including for Give it A Go, and for sports clubs/societies to their fixtures and events.

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

A current student at Royal Holloway.

X

EXPERIENCE AND KNOWLEDGE

An in-depth understanding of driving laws and offences.

X

Experience of driving regularly since passing a practical driving test, preferably in a range of vehicles.

X

SKILLS AND ABILITIES

An ability to remain calm under pressure, striking the balance between polite and assertive where required.

X

An ability to solve problems, taking responsibility for finding resolutions to queries and concerns raised by others.

X

VALUES

Student Focused: Everything we do will have the students at the heart of it.

X

High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

MARKET DAY ASSISTANT

Department:	Marketing & Communications
Team:	Advertising & Media Sales
Responsible To:	Advertising & Media Sales Coordinator
Contract Type:	Minimum Guaranteed Hours (7 hours a week during term time)
Hours of Work:	7 hours per week during term time. Applicants must be able to work Tuesdays between 09:00 - 16:30 (shifts include a 30 minute unpaid lunch break).
Hourly Rate of Pay:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To assist in the delivery of the Students' Union's weekly Market Day. This includes liaising with stallholders, cash handling and ensuring the market is kept clean.

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.

- Ensuring documentation and databases related to the market are kept up to date and organised, reporting any issues to the Advertising & Media Sales Coordinator.
- Developing ongoing relationships with stallholders to ensure the market operates smoothly and cash payments for stalls are collected in a timely manner.
- Regularly perform walk arounds of the market, removing any waste and ensuring it is operating in a safe manner.

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

A current student at Royal Holloway.

X

EXPERIENCE AND KNOWLEDGE

Experience of using Microsoft Excel to update spreadsheets and databases.

X

Knowledge of health and safety legislation with respect to the food industry.

X

SKILLS AND ABILITIES

An ability to communicate effectively and professionally with individuals from diverse backgrounds.

X

An ability to solve problems, taking responsibility for finding resolutions to queries and concerns

X

raised by others.

VALUES

Student Focused: Everything we do will have the students at the heart of it.

X

High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

HOUSESEARCH ASSISTANT

Department:	Marketing & Communications
Team:	Advertising & Media Sales
Responsible To:	Advertising & Media Sales Coordinator
Contract Type:	Fixed Term Minimum Hours (8 hours a week during term time)
Hours of Work:	Shifts operate during office hours (10:00 – 14:00), Monday to Friday
Hourly Rate of Pay:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	Acting as a key point of contact in relation to our student focused property advertising service, HouseSearch. You'll be responsible for administering the back-end website function, and liaising with students and local landlords, with a key focus on improving the standards of housing in the local area.

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.

- Act as a first point of contact for landlords and agencies wishing to use the service, providing a high level of customer service by responding to email enquiries and answering phone calls.
- Assist customers in setting up accounts and uploading property adverts – using the HouseSearch system to quickly address any issues with adverts/properties that have been uploaded to the system.
- Check that the correct documentation and evidence is uploaded for property adverts, working alongside our Advertising & Media Sales Coordinator to ensure all legal requirements for adverts are met.

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

A current student at Royal Holloway.	X	
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EXPERIENCE AND KNOWLEDGE

Experience in using a content management system.		X
Experience in high quality customer service.	X	
Experience in dealing with student issues around housing.		X
Knowledge of renting in the private sector and private landlord renting process.		X
Knowledge of legislation covering private sector renting, landlord and tenant expectation and rights.		X

SKILLS AND ABILITIES

Excellent attention to detail and the ability to problem solve and proof-read.	X	
Ability to manage time effectively, working with multiple customers and prioritising tasks.	X	
Ability to organise files and effectively store data.		X

VALUES

Student Focused: Everything we do will have the students at the heart of it.	X	
High Quality: 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	

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

PHOTOGRAPHER

Department: Marketing & Communications

Team: Communications

Responsible To: Communications Manager

Contract Type: Zero Hours (in accordance with the needs of the organisation)

Hours of Work: Ad hoc project based work although regular shifts are available every week on club nights – typically these shifts are 23:00 - 01:00 plus the associated editing time of the photographs.

Hourly Rate of Pay: £8.63 per hour (excluding holiday pay)
£9.67 per hour (including holiday pay)

Purpose of Role: Covering everything from our weekly club nights through to our major campaigns such as Varsity and SU Elections, you'll produce high quality, impactful imagery that will be posted on our social media channels and used to support our wider marketing collateral.

*You will need your own camera and flashgun in order to be considered for this position, as well as a portfolio of work.

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.

- Produce high quality imagery to support our events and campaigns, which will largely include working late evenings to capture our weekly club nights.
- Edit the photos and upload to Dropbox/Facebook within two days of an event.
- Lead and coordinate on photoshoots to support wider SU campaigns e.g. Sabbatical Officer/SU Elections headshots.

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

A current student at Royal Holloway.	X	
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EXPERIENCE AND KNOWLEDGE

Experience of producing high quality photography that is correctly exposed and colour consistent.	X	
Experience of photography in a club or similar environment.		X
Experience of working on location with stakeholders and with a range of different cameras.		X

SKILLS AND ABILITIES

Proficiency with the Adobe Creative Suite, in particular Photoshop and Lightroom.	X	
Ability to crop and process images, maintaining file size for the medium and performing quality assurance on all images.	X	
Ability to manage time effectively, working across multiple projects.	X	
Self-motivated and committed to delivering original, quality work.	X	

VALUES

Student Focused: Everything we do will have the students at the heart of it.	X	
High Quality: 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	

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CONTENT CREATOR

Department:	Marketing & Communications
Team:	Communications
Responsible To:	Communications Coordinator
Contract Type:	Minimum Guaranteed Hours (10 hours a week during term time)
Hours of Work:	Up to 20 hours per week
Hourly Rate of Pay:	£7.70 per hour (excluding holiday pay) £8.63 per hour (including holiday pay)
Purpose of Role:	To provide support to the Marketing & Communications team through the creation of engaging digital content for the SU website and social media channels.

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.

- Curate news content for the SU website – source information and quotes, write articles and upload to the website.
- Use Sprout Social to schedule social media posts for our Facebook, Twitter and Instagram channels – this will also include The Packhorse and HouseSearch, as well as our main SU channels.
- Ensure our digital screens and poster sites around campus are kept up to date with the latest events, campaigns and promotions.

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

A current student at Royal Holloway.	X
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EXPERIENCE AND KNOWLEDGE

Experience in producing high quality content for the web.	X
Proficient using social media channels i.e. Facebook, Twitter, Instagram.	X
Experience using social media management software (Hootsuite, Buffer, Sprout Social etc.).	X

SKILLS AND ABILITIES

Excellent verbal and written communication.	X
A clear grasp of the English language, using this to write clearly, concisely and professionally.	X
Highly creative content producer with attention to detail and the ability to proof-read, sub-edit and write engaging copy.	X
Ability to take initiative, recognise and prioritise the tasks that need to be carried out.	X

VALUES

Student Focused: Everything we do will have the students at the heart of it.	X
High Quality: 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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

HOW TO APPLY

Applying for a role is really easy. Simply head over to su.rhul.ac.uk/jobs and choose the role you'd like to apply for and fill in the online application form.

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're unsure about anything at all or 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 1998. This will be done after an offer of employment is made.

DATA PROTECTION WHEN APPLYING FOR A ROLE

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

All the job descriptions in this pack are current at August 2019 and should be reviewed annually. They outline the main duties of the position and are designed for the benefit of both the post holder and the Students' Union in understanding the prime functions of the post. They should not be regarded as an exclusive or exhaustive statement of an individual's duties and responsibilities.