

Job Description - Change Lab Assistant



SU PURPOSE:	To provide an outstanding student experience
DEPARTMENT:	Student Influence: Policy & Partnerships Team
DEPT PURPOSE:	Strengthening Student Representation & Local Influence
JOB TITLE:	Change Lab Assistant
REPORTING TO:	Change Lab Programme Coordinator
DIRECT REPORTS:	None
PURPOSE OF ROLE:	To assist with the administration, promotion and organisation of the Change Lab programme and Change Lab student activity.

IN PARTICULAR:	<ol style="list-style-type: none"> 1. To support the administration of Change Lab, such as help with data inputting and compiling feedback 2. To help promote Change Lab to students and the wider community through various communication channels (e.g. newsletters, social media) 3. To help with the planning, promotion and delivery of key Change Lab events 4. Support Change Lab students with the organisation and promotion of their Action Group projects and campaigns
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MAIN RESPONSIBILITIES		KEY RESULT AREAS
1. To support the administration of the Change Lab programme		
a)	Ensure that administrative systems and procedures are compliant with relevant policy (e.g. GDPR)	<i>Systems and procedures comply with policy</i>
b)	Provide administrative support to the Change Lab programme and the Change Lab Project Coordinator	<i>Change Lab runs smoothly, feedback from students is positive</i>
c)	Process Change Lab expenses and track student budgets	<i>Expense requests and invoices dealt with in a timely manner.</i>
2. To support the promotion of Change Lab to students and the wider community		
d)	Support the core strands of the Change Lab communication strategy (newsletters, social media, impact reports)	<i>Engagement analytics, improved brand recognition</i>
e)	Design, film and create engaging content for Change Lab social media pages (Instagram, LinkedIn)	<i>Social media content is vibrant, relevant and engaging.</i>
f)	Represent Change Lab during key promotion periods e.g. stalls at Freshers Fayres, networking events	<i>Student engagement with Change Lab is high, development of strong connections in the city</i>
3. To help with the planning, promotion and delivery of key Change Lab events		
g)	To support the coordination of key Change Lab events: managing guest lists, sending out invites etc.	<i>Feedback from event attendees is positive</i>
h)	Advise and liaise with key stakeholders in relation to the planning and delivery of events	<i>Communication throughout the event is excellent, relationships with event stakeholders are well maintained</i>

i)	To research ideas and opportunities for new events and activities that would be of value to students and/or Change Lab stakeholders	<i>Change Lab event and training offer is improved</i>
4. Support Change Lab student groups with the organisation and promotion of their Action Group projects and campaigns		
j)	Regularly meet with students and discuss, research, plan and attend activities and events related to their Change Lab projects	<i>All Change Lab students feel informed and supported</i>
h)	To follow the activities of Change Lab student groups to ensure we are capturing engaging, student-oriented content	<i>Change Lab activity and impact is recorded and promoted.</i>
5. General Duties		
j)	Maximise the potential of effective internal communication.	<i>Appropriate channels and targeted messaging is used to engage with a variety of audiences.</i>
k)	Contribute to the positive image of SSU with students, University other stakeholders and staff.	<i>High satisfaction responses to surveys, NPS, awards etc.</i>
l)	Work with colleagues to ensure a full effective service is always provided; provide cover as necessary.	<i>Maximum availability of services. Embrace the culture of SSU and its values.</i>
m)	Ensure personal knowledge and skills are up to date to ensure effectiveness in meeting work objectives.	<i>Evidence of attendance at training events, seminars, conferences etc. Embrace change and development in a positive manner.</i>
n)	Such other duties as may be reasonably prescribed by SSU, appropriate to the grade and responsibilities of this post.	<i>Embrace all opportunities in a positive manner. Willing to use new methods and approaches. Enthusiasm towards changing circumstances. Staff behaviours are demonstrated.</i>

Staff Behaviours:

The following behaviours has been developed in line with our organisational strategy for staff to aspire to, and be measured against, as part of their annual performance review and ongoing development:

- Delivers service excellence
- Communicates effectively and works as a collaborative team
- Builds strong working relationships
- Demonstrates social responsibility, recognises ethical and environmental working and complies with legal requirements
- Creates and maintains a 'can do' culture
- Demonstrates financial awareness and optimizes the use of resources
- Demonstrates creativity and innovation
- Demonstrates effective decision-making and problem-solving

PERSON SPECIFICATION

KEY: **E** = Essential, **D** = Desirable, **A** = Application Form, **I** = Interview,
X = Assessment Exercise, **R** = References;

	CRITERIA	E / D	Assessed Via
Specialist Skills:	An understanding of social issues and a passion for the ethos of Change Lab and students' propensity to be agents of change	E	A / I
	Ability to maintain and develop mutually beneficial partnerships with organisations	D	A / I
	Knowledge of how to organise events or activities, safely and successfully	D	A / I
	Knowledge of social media platforms and experience of creating engaging online content	D	A / I
General Skills:	Excellent communication and team-working skills; able to collaborate and develop strong networks	E	A / I
	Excellent interpersonal skills, able to build positive, relationships built on trust and understanding	E	A / I
	Self-motivated, able to work independently and use own initiative	E	A / I
Experience:	Experience working with volunteers, students or otherwise and/or personal experience of volunteering/social action	E	A / I
	Experience of using social media to engage diverse audiences	D	A / I
Attitude:	Commitment to working in line with our Staff Behaviours	E	A / I
	Enjoys working with diverse groups of students	E	A / I
	Builds strong working relationships with internal and external stakeholders	D	A / I
Qualifications / Training:	You must be a current student at the University of Sheffield	E	A