

JOB DESCRIPTION

Student Communities & Opportunities Assistant



DEPARTMENT:	Student Communities, & Student Development & Opportunities
DEPARTMENT PURPOSE:	<u>Student Communities</u>: To lead and support the development, impact and operations of communities for University of Sheffield students, facilitating meaningful connections for students based on needs, identities and interests, expanding experiential opportunity and participation, removing barriers to access, and building student belonging. <u>Student Development & Opportunities</u>: To lead, develop and coordinate the programme of opportunities, development and support for Sheffield Students' Union's student leaders and volunteers, expanding experiential opportunity and participation, removing barriers to access, and ensuring a high-quality, consistent and coherent experience.
REPORTING TO:	Student Communities Manager & Student Development & Opportunities Manager (matrix-managed)
DIRECT REPORTS:	Flex staff, as required.

PURPOSE OF ROLE: To provide assistance and administrative support to the Student Communities and Student Development & Opportunities Departments.

IN PARTICULAR:

- 1. Programme & activities support** - to support the departments with high-quality delivery of projects, activities and programmes, assisting with relevant tasks, promotions and administration.
- 2. Systems & processes** - to deliver the administrative systems and processes required to support effective student communities, groups and volunteering programmes and activities, including record-keeping, data capture and reporting.
- 3. Enquiries & information** - to provide quality information and guidance to students and other stakeholders, responding to enquiries, signposting, and ensuring relevant information-sharing across teams.

KEY RESPONSIBILITIES	
PROGRAMME & ACTIVITIES SUPPORT	
Projects & activities	To support the departments with delivery of various projects, programmes and activities, including bookings, administration of relevant processes and tasks, and promotions, assisting where required.
Communications & promotions	To develop and deliver timely, effective and appropriate communications and promotions with/for relevant stakeholders, including student groups, and where applicable, the wider student membership and external partners, maintaining regular communication where required and ensuring accurate information is provided.
Equality, Diversity & Inclusion	To actively assist in the removal of barriers to participation, implementing tasks which support the breadth and diversity of the student membership, particularly underrepresented and disadvantaged groups, to access and engage with communities and opportunities that meet their needs and interests.
Sustainability	To actively support the reduction of the Students' Union's negative impacts and promotion of social justice in our student and wider communities.
SYSTEMS & PROCESSES	
Administration & record-keeping	To provide the administration required to support and enable impactful student community, group and volunteering programmes and activities, including administration of processes relating to recruitment, elections, training, reward, funding, financial claims, and related operating policies and processes, with a focus on building student agency and autonomy, and creating simple, accessible and intuitive processes.
Data & reporting	To ensure accurate data is captured and records are maintained in relation to enquiries, applications, activities, participation, beneficiaries, financial expenditure, and other data and outcomes as required, producing high-quality reports as and when requested.
Digital innovation & efficiencies	To administer digital systems and technologies which improve systems and processes, develop efficiencies, accessibility and/or quality.
Quality & compliance	To ensure administrative systems and procedures are compliant with relevant policies and good practice, delivering work in accordance with agreed objectives, relevant protocols or legislative frameworks, budgetary controls and other performance measures, as required.
ENQUIRIES & INFORMATION	
Enquiries	To respond to all in-person and digital enquiries, ensuring accurate and timely information is provided in a friendly, accessible, and professional manner, and organising signposting and follow-up with team members as required, to provide a high-quality and efficient service.

Information & guidance	To provide appropriate information and guidance to students and other stakeholders, maintaining up to date knowledge of relevant policies, processes and services, advising and/or signposting, as appropriate.
Information-sharing	To ensure excellent team communication and collaboration in the interests of providing a high quality and streamlined experience for students and partners.
GENERAL DUTIES	
Consistent quality service	To be an active member of the Student Communities and Student Development & Opportunities Teams, maintaining knowledge of other areas and current priorities, and working with Students' Union colleagues to ensure a full effective service is provided at all times, providing cover as necessary.
Organisation brand	Contribute to the positive image of Sheffield Students' Union with students, the University, other stakeholders and staff.
Values	To embody the Students' Union's values, promoting an inclusive and impactful organisational culture.
General duties	Other duties, as may be reasonably prescribed, appropriate to the grade and responsibilities of this post

PERSON SPECIFICATION

	Criteria
Experience	
1	Experience of working in an administrative or similar role (paid or voluntary)
Skills	
2	Excellent administrative, organisational and numerical skills
3	Excellent interpersonal and communication skills, written and spoken, with an ability to deal with a wide range of people
4	Self-motivated, able to work independently and use own initiative; demonstrates the ability to work under pressure, multitask, and meet deadlines while maintaining attention to detail
5	Ability to use a range of digital, web and software tools
6	Understands and is committed to effective teamwork and sharing knowledge both within and between teams
7	Understanding of student volunteer needs and motivations
8	Creative and innovative problem-solver