

JOB DESCRIPTION



SU PURPOSE: To represent, support and enhance the lives of University of Sheffield students.

DEPARTMENT: Digital & IT Services

JOB TITLE: **Student Digital Support**

REPORTING TO: Digital & IT Services Manager, Sheffield Students' Union

PURPOSE OF ROLE:

Provide digital support for [clubs and societies](#)

	MAIN RESPONSIBILITIES	KEY RESULT AREAS
1.	Working with student clubs and societies	
	With training, checking, approving memberships, events and merchandise applications for SU clubs and societies	SU clubs and societies fully utilise digital memberships, events and other functionality in their student dashboard
	Encouraging, supporting and troubleshooting their digital student dashboard usage (via the main SU website platform) for clubs and society pages, events, digital memberships and activities	Clubs and societies are actively using their SU digital student dashboard
	Communication with all clubs and societies, to enable the fostering and best possible use of the digital tools the SU offers	Effective communications leading to high engagement and usage of SU digital student dashboard from clubs and societies and their student members
	Deliver training to clubs and society committee members, to enable them to self serve and get the best out of the digital tools available to them	Clubs and society committee members understand and use SU digital tools in the day to day activities of the student group
2.	Digital best practice	
	Support the creation of CMS documentation (Content Management System), user guides and training videos for clubs and societies, students and non technical staff	Concise and useful knowledge transfer
	Support staff users to get the most from the SU's website modules, tools and functionality	Staff are empowered and have up to date understanding

	Support the research/development/adoption of new features, digital platforms and tools	The SUs digital tools are getting better over time
3.	General Duties	
	Contribute to the positive image of SU with students, University of Sheffield, other stakeholders and staff	<ul style="list-style-type: none"> ● High satisfaction responses to surveys, NPS, awards etc
	Work with colleagues to ensure a full effective service is provided at all times; provide cover as necessary	<ul style="list-style-type: none"> ● Maximum availability of services, ● Embrace the culture of SU and its values
	Ensure personal knowledge and skills are updated to ensure effectiveness in meeting work objectives	<ul style="list-style-type: none"> ● Evidence of attendance at training events, seminars, conferences etc ● Embrace change and development in positive manner
	Such other duties as may be reasonably prescribed by SU, appropriate to the grade and responsibilities of this post	<ul style="list-style-type: none"> ● Embrace all opportunities in a positive manner ● Willing to use new methods and approaches ● Enthusiastic towards changing circumstances ● Staff behaviours are demonstrated

PERSON SPECIFICATION

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

	CRITERIA	E / D	Assessed Via
Skills & Knowledge:	Understanding of how student clubs and societies work	E	A/I
	Links to any relevant digital projects, experience you have or useful examples of your work/skills in digital	D	A
	Experience of working with digital channels, websites and Content Management Systems or similar	D	X
Aptitudes:	Part of this role will require regularly communicating with non-technical students and staff, excellent communication skills will be vital	E	A/I
	Interest in the internet/digital technology, maintaining an awareness of trends	D	A/I
Experience:	Experience of student clubs and societies	E	A/I
	Copywriting experience	D	A
Personal qualities:	Commitment to work in line with our Staff Behaviours	E	I
	Personable, self-motivated, high attention to detail	E	A/I
	Desire to learn and take on new challenges	E	A/I/X

Staff Behaviours

The following behaviours have 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 optimises the use of resources
- Demonstrates creativity and innovation
- Demonstrates effective decision-making and problem-solving