

Students' Union Assistant Recruitment Pack

yoursu.org





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About Your Students' Union

Your Students' Union is a charity dedicated to improving the lives of students across the Coventry University Group.

We have an amazing history of activity, support, inclusion, and representation since we were first formed in 1960. Over this time, we have shown that we are doing things first, doing things differently and involving everyone, no matter their background.

We are student-led through our Student Officers who our members elect every year to represent and deliver the changes and action they want to see. These officers are supported by a dedicated team of staff that deliver the variety of services we offer from Sports Clubs and Societies to Advice and Skills.



Our Strategy

In 2022 we launched our ambitious strategy to support student success and help all students at Coventry University Group to fulfil their potential.

We recommend that you look at our website (yoursu.org) to see our strategy in full and understand what we want to achieve for our members.

Underpinning our strategy and the ongoing work of the Students' Union is our **values**.

We will be **helpful**

We aim to support students, create solutions and make university life better. We will respond quickly and efficiently to problems and enquiries and use feedback to continually improve our services.

We will be **inclusive**

We aim to be accessible for all students. We will strive so that everyone who works or engages with us feels that they belong, as diversity makes us stronger.

We will be **ethical**

We aim for positive social and environmental impact in all our decisions. We will behave with responsibility, integrity and fairness.





What our staff think

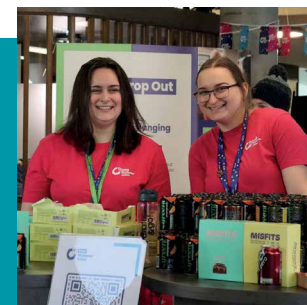
Working at the Students' Union is a great opportunity to make impactful changes to students and enhance their experience, but don't take our word for it!

This is what some of our previous Student Staff said about their experience...

" Working at the SU was genuinely one of the biggest highlights of my four year university experience and it never once felt like a job. After experiencing the pandemic, it was great to be immersed in university life on campus almost daily. I've never felt like I belonged to the student community as much as I did while working with and for other students at the SU. I have developed so many skills from my confidence and problem solving skills to teamwork!"

Lenka Judinova

(SU Assistant – Customer Support and Admin)



What our staff think



“ The Students’ Union is a fantastic place to work for several reasons. Perhaps the best, yet the most basic, is the fact that the working hours are mostly your choice and extremely flexible so as to not interfere with educational commitments; this was music to my ears being a final year student, but it does not even begin to describe all the advantages for working within Your SU.”

Timothy Kuye
(SU Assistant – Events and Promotion)



“ My role as Triage Assistant at the SU’s Advice Service involved me being the first point of contact to students’ online and face to face enquiries. I developed so much in my interpersonal skills and advisory attributes like active listening. The role allowed me to feel part of the wider University community whilst being an asset to the student experience for myself and others.”

Abigail Shomide
(Triage Assistant)



Students' Union Assistant Job Description

Role:

Students' Union Assistant

Pay:

£12.71 per hour plus holiday pay

Department:

Membership Services

Purpose

Students' Union Assistants are responsible for providing student-focused services to our members and wider stakeholders. These roles are central to the day-to-day operations of the Students' Union and its activities and interactions with members.

General Responsibilities of the role:

1. To ensure that all Students' Union procedures and policies are followed.
2. To complete timesheets and logs accordingly to established procedures.
3. To complete, either digitally or in person, training and meetings associated with the role.
4. To use Students' Union equipment and resources as directed and within established procedures.
5. Undertake any other duties commensurate with the grade and range of the post.
6. To support the Students' Union to operate in line with its commitment to Sustainability and Social Responsibility.



Students' Union Assistants would be expected to work in one, or more, of the following zones and complete their relevant duties.

Zone: Events and Promotion Duties

1. To actively engage with all stakeholders (students, staff, visitors) to create conversations and to clearly communicate and promote the Students' Union and its activities.
2. To undertake minor manual handling and event logistics for Students' Union events and activities.
3. To assist in the safe evacuation of the premises as directed and within established procedures.
4. To use EPOS (Electronic Point of Sale) systems according to procedures relevant to the processing of financial transactions.
5. To operate mobile stalls, stands and promotional activities.
6. To follow and support the successful completion of event/activity plans under the direction of Students' Union staff.
6. To ensure the safe delivery of events, activities, and workshops in accordance with Students' Union health and safety.

Zone: Customer Support and Administrative Duties

1. To act as the first point of contact for all enquiries at the Students' Union via phone, email, live chat and in person.
2. To respond to enquiries using learned knowledge of the Students' Union and its services.
3. To provide excellent customer care to Students' Union stakeholders (students, staff, visitors).
4. To receive and sign for Students' Union deliveries and inform relevant departments for collection.
5. To undertake administrative tasks, relevant to the working of the Students' Union, within established procedures.
6. To ensure that stock, equipment, and resources are securely handled following established procedures under the direction of Students' Union staff.
7. To use Students' Union software packages as directed by Students' Union staff and within established procedures and training.



Zone: Triage

1. To assess the initial needs of students presenting to the Students' Union Advice Service through email, web chat, telephone and face-to-face.
2. To identify and assess any risks and concerns and to escalate these to the Students' Union Advice Service staff following appropriate escalation procedures.
3. To assist students in accessing the Advice Service or to be signposted to other relevant University or external support services, primarily at the Hub.
4. To provide a mobile triage service throughout various campus locations so students can access an in-person triage service outside of the Hub by managing enquiries at outreach/pop-up triage events.
5. To provide non-directive, confidential prescribed information, and guidance through a range of communication channels under the direction of the Students' Union Advice Service Staff.
6. To produce and support the development of triage information and guidance content and resources.
7. To support with the promotion of the Advice Service's campaigns through in person activities.
8. Maintain effective and up-to-date records in line with established procedures.
9. To use relevant triage software and resources under the direction of Students' Union Advice Service Staff.
10. To deliver information and guidance workshops to students as part of a preventative intervention to enable students to self-support where appropriate and reduce the level of enquiries and cases seen through The Advice Service.
11. To process data accurately and sensitively, in accordance with GDPR and best practice. Additionally, to follow and abide by Your Advice Services' specific confidentiality, conflict of interest and other key policies.





Zone: Communications and Insights

- 1.** To assist the SU's marketing team with creating student-focused marketing and promotional materials and content, ensuring it is current, inclusive and of high quality.
- 2.** To undertake primary research activities within established procedures and under the direction of Students' Union Staff.
- 3.** To assist insight activities, including analysing findings and contributing to reports.
- 4.** To assist the SU's marketing team with producing and editing a range of content that is relevant to students (physical and digital media e.g. images, videos and written copy) in line with the SU brand guidelines.
- 5.** To keep up to date with new technologies for communications and insights.
- 6.** To propose stories and produce journalistic coverage of Students' Union activities.

Eligibility

This role is open to non-UK/Irish applicants subject to current UK Visas and Immigration (UKVI) rules. Please ensure that you have the appropriate right to work in the UK for this role and consult the Home Office website for further information.

Values and Attitudes

The successful candidate will be expected to comply with all Students' Union policies and procedures. They will need work in a manner that supports our values of being helpful, inclusive and ethical. We expect staff to be enthusiastic, adaptable, and able to work in a student led democratic environment.

Person Specification

	CRITERIA	(E) ESSENTIAL (D) DESIRABLE	MEASURED BY:
1	Eligibility to work in the UK. This role is open to non-UK/Irish applicants subject to current UK Visas and Immigration (UKVI) rules. Please ensure that you have the appropriate right to work in the UK for this role and consult the Home Office website for further information.	E	A, D
2	Qualifications and Training		
2.1	Level 2 Qualification, or equivalent, which demonstrate proven numeracy and literacy skills (e.g. GCSE Maths and English)	E	E
2.2	Currently studying on a course provided by the Coventry University Group	E	E
3	Experience		
3.1	Experience of providing excellent customer care to a range of customers	D	A, T
3.2	Experience of running and promoting events, workshops, and other promotional activities	D	A, I
3.3	Experience of working as part of a large team of staff and volunteers	D	A, T
3.4	Experience of giving information and guidance in a non-bias manner	D	A, T
3.5	Experience of creating engaging content across a range of platforms	D	A, T
3.6	Experience of conducting and facilitating research activities	D	A, I

Measured by is a method by which you will be asked to demonstrate

A: Application

I: Interview

T: Test/Exercise

D: Documentation

Person Specification

	CRITERIA	(E) ESSENTIAL (D) DESIRABLE	MEASURED BY:
4	Knowledge, Skills and Ability		
4.1	Knowledge and understanding of customer care	D	A, I, T
4.2	Understanding of confidentiality and data protection	D	A, I
4.3	Ability to proofread, accuracy and attention to detail	D	A, T
4.4	Ability to communicate with a range of audiences across a range of platforms (i.e. phone, in person, online)	D	A, T
4.5	Ability to use a range of software packages such as Microsoft Office and bespoke Students' Union systems	D	A, T
4.6	Ability to maintain administrative systems	D	A
4.7	Ability to analyse, interpret complex processes and report factual data and information	D	A, T
4.8	Ability to work well in a team	D	A, T
4.9	Ability to work with minimum supervision and use own initiative	D	A
5	Disposition/Attitude		
5.1	Flexible approach to working hours	D	A
5.2	Commitment to providing excellent customer care	D	A, I
5.3	Commitment to Equity, Diversity, and Inclusion	D	A, I
5.4	Commitment to sustainability and ethical practice	D	A, I
5.5	Commitment to confidentiality	D	A, I

Measured by is a method by which you will be asked to demonstrate

A: Application

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T: Test/Exercise

D: Documentation

How to apply



If you are interested in this role, and believe you match the requirements, please apply through the website: yoursu.org/careers

Please note that in order to apply you must be a currently enrolled student on a course provided by Coventry University Group, and you must be enrolled until January 2027 at a minimum.

Application Timeline

Applications close: 27 May 2026

Invitations to interview: 2 June 2026

Interview and Assessment Centre: 17 June 2026

The role and training will commence from 1 August 2026.

