

Casual Staff Role: Job Description & Person Specification

Section 1: Key Information

Job Title	Helpdesk Assistant
Department	Membership Support & Engagement
Team	Student Opportunities
Responsible to	Helpdesk Coordinator
Responsible for	N/A
Contract type	Zero Hours (in accordance with the needs of the organisation)
Hours of work	Up to 20 hours per week during term time (between Monday to Friday 09:30 – 16:30)
Hourly Rate of Pay	£11.54
Purpose of role	To deliver a welcoming greeting point, and outstanding level of customer service for all visitors to the Students' Union, and to provide administrative support for staff as required.

Section 2a: 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.

- Delivering excellent customer service to all visitors who come to the Students' Union Helpdesk, dealing with their enquiries in a professional and friendly way.
- Answering all telephone and email enquiries, taking messages for staff and directing calls.
- Supporting the Students' Union with administration duties such as distributing post, recording and processing lost property items, processing minibus bookings, and financial administration for student groups.

Section 2b: 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 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.

Section 3: Person Specification

Education & Training	Essential	Desirable
Royal Holloway student for 2024/2025 academic year	X	
Experience & Knowledge		
Experience of working in a customer-focused environment or administrative role		X
Experience of working or volunteering in a team, particularly in a fast-paced environment	X	
Skills & Abilities		
An ability to provide excellent customer services in a busy environment, remaining calm, polite and friendly at all times	X	
An ability to use your own initiative, taking responsibility for prioritising tasks and completing them to a high standard	X	
Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: your 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	