**Helpdesk Assistant**

**Casual Staff Role: Job Description & Person Specification**

**Section 1: Key Information**

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| **Job Title** | Helpdesk Assistant |
| **Department** | Community Engagement |
| **Team** | Student Opportunities |
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| **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 (excluding holiday pay)  £12.93 (including holiday pay) |
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| **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**

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| **Education & Training** | **Essential** | **Desirable** |
| Must be a current Royal Holloway student who will also be  enrolled in the 2025/26 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** |  |