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| **Post Details** | **Last Updated:**     07/05/2025 |
| **Faculty/Administrative/Service Department** |  Chief Student Officer's Directorate  |
| **Job Title** | Student Communities Assistant  |
| **Job Family**  | Professional Services |  **Job Level**  |  2B |
| **Responsible to** | Student Events and Communities Manager |
| **Responsible for (Staff)** | n/a |
| **Job Purpose Statement**The Student Communities Assistant will assist the Student Communities Coordinators in supporting the delivery of events, community activities and communal issues casework. The primary focus of the role is on student-facing activities that enable extensive student engagement across the Student Life Directorate. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) |
| 1. Assist the Student Communities Coordinator to plan and coordinate a diverse range of events and activities that cater to the interests and needs of students. Develop programming initiatives that promote cultural awareness, personal growth, and community engagement. Ensure events are inclusive, accessible, and aligned with university values and policies. Ensure that community activities and events comply with university policies, regulations, and risk management protocols.
2. Support the Student Communities Coordinator to develop excellent strategic and operational policies and procedures, which assure outstanding student support, through comprehensive, co-ordinated, and exemplary customer-focused services.
3. Assist the Student Communities Coordinator with the development and growth of diverse student communities from confirmation through to graduation, supporting students to find their community(s) and foster a sense of belonging for all, whether that is through cultural, academic, social or interest-based groups.
4. Take responsibility for the effective management of a diverse range of communal living cases. Ensure that student case management is effective in supporting student progress, throughout the student journey. Develop a robust reporting system to ensure all cases are managed effectively and reported on in a timely manner.
5. Assist the Student Voice Coordinator with the delivery of activity designed to gather student voice on a wide variety of topics. Activity will range from online surveys to focus groups.
6. Support the Events and Communities team with the communication of its events and activities. Liaising with colleagues from Marketing and Communications to ensure the most effective means of communication to the student body.
7. Provide other general assistance to the staff of the Events and Communities team in support of their activities as required.

**N.B. The above list is not exhaustive**. The post holder will from time to time be required to undertake other duties of a similar nature as reasonably required by their line manager. |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.

Following local codes of safe working practices and the University of Surrey Health and Safety Policy. |
|  **Elements of the Role** |
|  **Planning and Organising** * The post holder will be actively involved in the delivery of the student engagement activities (events, communities and voice). The post holder will operate with minimum day-to-day supervision with regards to the day-to-day planning, organising and performance of a range of tasks (to an agreed quality standard and specification). The post holder will have the latitude within their daily/weekly work routine to organise and prioritise their own work to ensure that key deadlines and objectives are met. This will include successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions, referring only to their line manager where appropriate.
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|  **Problem Solving and Decision Making** * The post holder will apply their judgement to address and resolve problems according to past precedents in order to meet the needs of the team, utilising the support of their line manager as required. The post holder is expected to work within the operational parameters of a broader team focused on supporting student engagement.
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|  **Continuous Improvement*** The post holder is required to suggest improvements or developments to current working practices in order to ensure the smooth running of the service / activities they provide
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|  **Accountability** * The post holder has responsibility for ensuring their own wellbeing through compliance with well-established departmental policies, processes and procedures and applying them to their own area of work, including those governing Health and Safety.
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|  **Dimensions of the role** * The post supports extensive engagement with students to ensure we are engaging with and listening to student voice in support of the delivery of an excellent student experience.
* The post holder does not have any line management responsibility.
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|  **Supplementary Information*** The post holder is required to support and contribute to the delivery of the Student Experience frontline services, including attendance at events such as Open Days, Ceremonies and Corporate events.
* The post holder is required to show flexibility in working outside of core office hours.
* The post-holder will be expected to contribute to University Welcome events in late September and annual leave should not be taken between mid-September and mid-October.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** | **Essential/****Desirable** |
| Vocational qualifications plus several years relevant work experience.Or:Learning gained through work experience of a number of years. Will include short courses and other formal training. | E |
| **Technical Competencies (Experience and Knowledge)**  | **Essential/Desirable** | **Level****1-3** |
| Experience in managing Student Case Work and ensuring clear and concise records of case management is upheld | E | 3 |
| Proficiency in data analysis tools such as Microsoft Excel to analyse event data, including attendance figures, feedback surveys, and financial metrics. | E | 2 |
| Ability to act with empathy, care and patience which may include students who are suffering extreme emotional states whilst maintaining professional boundaries | E | 2 |
| Excellent organisational skills obtained through experience in event planning and management. The ability to multitask and deliver across a number of events or activities in the same time period. | E | 2 |
| Demonstrable experience of working successfully in a team. | E | 2 |
| Good organisational/administration skills with the ability to effectively prioritise tasks and manage own time | E | 2 |
| Experience of the Higher Education sector | D | n/a |
| **Special Requirements:**  | **Essential/****Desirable** |
| Some weekend/evening work may be required as directed by your line managerAnnual leave may be restricted at key times during the year. | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & LeadershipManaging and Developing Performance  | 22221111n/an/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe Student Events & Communities team and sits within the Student Experience Department, which is part of the Chief Student Officer’s Directorate. The Student Experience Department includes approximately 50 members of staff across a range of student engagement services The Student Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.  The Chief Student Officer’s Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and we work against the key principles in our student and staff partnership manifesto (student-staff-partnership-manifesto.pdf (surrey.ac.uk).Following the removal of Student Residential Advisors this role will help to support the work of the Student Communities Coordinator in ensuring we meet the objectives of the department as outlined above.  |
| Department Structure Chart |
| Relationships **Internal** * Faculties, Schools, and Depts
* Departments across the CSO
* Accommodation
* Campus Safety
* Hospitality and Catering
* Estates
* Library
* Doctoral College
* Surrey Sports Park

**External** * USSU (University of Surrey Students' Union)
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