



University of York Students' Union
Registered in England and Wales.
Charity Number: 1173404 Company Number: 10688097
Registered Office: The Student Centre, James College,
Newton Way, Heslington, York, YO10 5DD

E: enquiries@yusu.org
T: 01904 32 3724
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Job Description

Job Title:	Student Union Helpdesk Assistant
Reporting to:	Helpdesk Coordinator
Place of Work:	The Student Union Helpdesk
Hours of Work:	6 hours per week minimum (average of 8 hours expected during core weeks)
Salary:	£12.00 per hour

Purpose of the Role

As a Helpdesk Assistant, you'll create a welcoming and informative first impression for students, staff, and visitors. You will form part of the Helpdesk team and work collaboratively with your Helpdesk teammates and the wider York University Students' Union staff team.

You'll be a champion for the Students' Union, promoting everything we offer and making the Helpdesk a hub for student information and support. You will provide students with the knowledge to navigate student life effectively and enable them to make the most of all the exciting opportunities available. Your infectious enthusiasm, approachable nature and knowledge of our services will give students the confidence to access the right services, information and support at the right time.

This is an office-based role, where your administration skills and confidence in using a computer will help ensure the department's smooth running.

Key Responsibilities

- Act as the first point of contact for all student enquiries at the Helpdesk, providing a warm welcome digitally, in person and over the phone.
- Stay up-to-date on everything the Student Union offers so you can answer student and staff questions with confidence.
- Take initiative to research and resolve inquiries efficiently, escalating complex issues as needed.
- Collaborate with Student Union staff to ensure students connect with the right people for their needs.
- Signpost students and visitors to the correct services as required.



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- Promptly process and log all mail, ensuring that items are stored safely and recipients are notified.
- Administrate key processes for the Activities department, such as booking transportation and organising physiotherapy appointments.
- Keep the Helpdesk area clean and welcoming for a positive customer experience.
- Maintain adequate stock of office supplies and refreshments to ensure staff needs are always met.
- Process DBS checks and provide clear answers to any related questions.

Values and Behaviours

To work with us, we expect our staff to uphold our core values and behaviours. These are:

Ambition

We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.

Innovation

We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.

Social Conscience

We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.

Authenticity

We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.

Partnership

We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.



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General Notes

- The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job.
- Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers' Fair, Student Balls and any other key events, including elections if necessary.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- To uphold York University Students' Union's environmental and sustainability aims, ensuring good practice is met.
- To abide by York Students' Union's constitutions and policies.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **York University Students' Union envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**

Person Specification

Requirements	Essential	Desirable
Qualifications & Experience		
Experience in a customer service role		X
Experience in an administrative role		X
Experience working with a variety of computer systems and software.	X	
Experience using a CRM		X
Experience signposting people to other services		X



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Knowledge & Skills		
Excellent interpersonal skills - able to communicate clearly and effectively using a variety of methods	X	
An understanding of what the York University Students' Union offers students		X
Knowledge of issues affecting students, Students Unions and Higher Education institutions		X
Able to use own initiative and problem-solve	X	
Personal Attributes		
Highly organised with the ability to multi-task		X
Able to work effectively with others as part of a team	X	
Capable of dealing with sensitive issues with compassion	X	
Commitment to continuous improvement	X	
Able to work independently	X	

Date Updated: 19/04/24 EDM