

BUCKS STUDENTS' UNION OPPORTUNITY PROFILE



This opportunity profile is designed to give you an idea of what this position within Bucks Students' Union will involve. It highlights the commitments, skills and benefits you can expect in taking up that role.

Role: Head Freshers' Helper (High Wycombe and Uxbridge based opportunities) **Department:** Membership Services

Opportunity: To help students integrate into Buckinghamshire New University and the local community and provide a friendly welcome to new students during the first two weeks of term. As part of a team, organise trips and activities for students, provide information about Bucks Students' Union and local services and socialise with Freshers as well as acting as ambassadors for Bucks New Uni and Bucks Students' Union.

Benefits:

- Hourly pay at £7.50
- Generating new/creative ideas
- Temporary employment - no need to commit long term
- Building interpersonal Skills
- Building verbal communication skills
- Working as part of a team
- Opportunity to work on own initiative
- Opportunity to problem solve
- Experience in working in a pastoral role
- Can broaden cultural awareness
- Citizenship – sense of making a difference to individuals, carrying out a worthy role and satisfaction in helping create a great student community amongst the new students
- Helping fellow students settle into University life, i.e. being away from home for the first time and introduction to the Higher Education routines and practices.

Duties and responsibilities:

As Freshers Helper

- To attend all relevant training and information briefings.
- To welcome and support new students in a friendly and approachable manner.
- To actively seek out students who are not engaging in activities or with their peers.
- To distribute information about the University, Students' Union and local services e.g. events, accommodation, advice & representation service, bus services, trips, faculty news etc.
- To distribute publicity information.
- To promote services and activities of the University and Students' Union e.g., union bar and entertainments, careers service, sports and societies.
- To explain how the Students' Union works and encourage new students to get involved.
- To help to organise and/or go on Students' Union trips with Freshers.
- To assist at Freshers fairs.
- To be able to refer students to sources of information and advice.
- To respond appropriately to the needs of new students.
- To encourage students to engage in local community activities.
- To signpost students to locations and services.
- To act as an ambassador for Bucks New Uni and Bucks Students' Union.
- To provide a reassuring presence for students and their parents.
- To create an environment of inclusiveness e.g. for non-traditional entrants.
- To be respectful of diversity and target information and activities accordingly.
- To promote equal opportunities.
- Any other duties as required.

As Head Helper

- To supervise Freshers Helpers whilst on duty.
- To organise collection and distribution of daily briefing sheets, publicity and any other information.
- To work with the Project Coordinator in the construction and distribution of rotas where necessary, and communicate any deviation from the master rota to the Project Coordinator.

- In conjunction with the Project Coordinator, manage the rota during any staff shortages/excesses in staff.
- To liaise with the Students' Union with any issues from your duty shift.
- To motivate and encourage Freshers Helpers whilst on duty.
- To co-ordinate sufficient breaks for Freshers Helpers whilst on duty.
- To lead by example at all times.
- To delegate responsibilities and locations to Freshers Helpers.
- To co-ordinate what is on the display stand whilst on duty.
- To sign Freshers Helpers in and out.
- Any other duties as required.

Training and support: 2 days training course prior to the project. Support from Project Co-ordinator and Union Staff and Officers where necessary.

Standards required:

- The post holder will need to act in a polite, friendly and helpful manner.
- The post holder will present themselves for work on their designated shift clean and tidy, wearing the stipulated uniform which will be clean and ironed.
- The post holder will display the highest standards of integrity and honesty at all times.
- The post holder will observe high standards of punctuality.
- The post holder will not consume alcohol or intoxicating substances whilst on duty, or arrive on duty under the influence of either.
- The post holder will be aware and respectful of equal opportunities and sensitive to diversity.
- The post holder will not smoke on duty whilst wearing uniform.

Skills gained: Participating in this opportunity will enable you to develop and practice the following skills.

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|-----------------------|-------------------------------------|---------------------|-------------------------------------|-------------------------|-------------------------------------|
| written communication | <input checked="" type="checkbox"/> | citizenship | <input checked="" type="checkbox"/> | languages | <input type="checkbox"/> |
| teamwork | <input checked="" type="checkbox"/> | decision making | <input checked="" type="checkbox"/> | physical fitness | <input type="checkbox"/> |
| organisational skills | <input checked="" type="checkbox"/> | IT | <input type="checkbox"/> | networking | <input checked="" type="checkbox"/> |
| verbal communication | <input checked="" type="checkbox"/> | community awareness | <input checked="" type="checkbox"/> | creativity | <input checked="" type="checkbox"/> |
| time management | <input checked="" type="checkbox"/> | problem solving | <input checked="" type="checkbox"/> | environmental awareness | <input type="checkbox"/> |
| marketing | <input checked="" type="checkbox"/> | leadership | <input checked="" type="checkbox"/> | project management | <input type="checkbox"/> |
| delegation | <input checked="" type="checkbox"/> | cultural awareness | <input checked="" type="checkbox"/> | mechanical skills | <input type="checkbox"/> |
| financial management | <input type="checkbox"/> | numeracy | <input type="checkbox"/> | learn a new skill | <input type="checkbox"/> |

Dates of position: High Wycombe Campus - (TBC)

Uxbridge Campus -as above plus dates prior to that (TBC) for Post Registration Inductions.

Important dates: Training for High Wycombe Freshers Helpers is (TBC)

Time commitment: Casual Hours as required.

Details: Hours will be allocated with as much notice as possible but this will be governed by the nature and timely requested tasks for Freshers Helpers by University and Students' Union staff.

Qualification Requirements: A current student at Bucks New Uni.

An advantage to have:

- Supervisory Experience
- Track record of engagement with Bucks SU
- Experience of being a Freshers' Helper or Buddy

Method of appointment: If you are shortlisted based on your application, you will receive an email inviting you to a short interview, which can be conducted over Skype.

Venue: University Campus, Halls of Residence, local vicinity and other (in case of trips, off site activities)

Responsible to: Project Coordinator

Operates alongside: The President, Vice President Education and Welfare, Vice President Student Involvement, Union staff and students.

For further information contact:

Katie Smith:

Project Coordinator
katie.smith@bucks.ac.uk
01494 875 407

bucksstudentsunion.org/workforus

Person Specification - E is essential, D is Desirable

Education Qualifications and Training

Studying an FE or HE qualification E

Knowledge

General knowledge of student life at Bucks E

Detailed knowledge of the campus and local area E

Awareness of University and Students' Union departments to enable to refer students to as necessary D

Experience

Experience of being a student at Bucks E

Has engaged with the Students' Union in some way, for example, as course rep, member of union staff, member of sports team or society, Volunteered, or as a customer of our catering/bar outlets D

Skills

Effective communication skills, both with individuals and groups E

You can demonstrate these to us by...

Listening actively

Explaining why as well as what

Being aware of what others are saying and doing

Being willing to approach a wide variety of people

Being calming, non-judgemental and diplomatic

Asking not telling

Good problem solving skills E

You can demonstrate these to us by...

Seeking others views on solutions

Using all available resources

Looking at alternatives

Being comfortable with lots of information

Generating new / creative ideas

Being able to use your own initiative

Ability to work as part of a team E

You can demonstrate this to us by...

Being approachable

Recognising when others need help

Building morale

Actively speaking to all in the group

Personal effectiveness E

You can demonstrate this to us by...

Being enthusiastic

Going the extra mile

Able to take on board constructive comments

Having a positive outlook

Being friendly

Making people feel at ease

Special Requirements

Empathy for students E

Sensitive to the needs of new students E

Sensitive to the requirements that particular groups of students may have (e.g. mature, student parents, part time, different faiths etc) E

Flexible in approach to work and have an understanding of the nature of the job E

Ability to work in a democratic student environment and adopt the values of Bucks Students' Union E

Friendly, confident and outgoing E

Smart and presentable E

Honest and of high integrity E