

## NWRCSU Student Experience Placement Student



The Student Experience Placement Student will assist the Student Liaison & Events Officer in delivering and supporting North West Regional College Students' Union (NWRCSU) recreational activities programme, additional skills sessions, representation system, student societies, advice centre enquiries and day-to-day administration at the NWRCSU. The Student Experience Placement student will also support the NWRCSU outreach work at partner colleges.

Awareness of current issues in further & higher education as well as an understanding of the challenges facing students would be beneficial but not essential. So too would an understanding of recent developments in web and social networking and a knowledge and empathy of the work NWRCSU.

### **Main Duties and Responsibilities**

- Assist the Student Liaison & Events Officer in planning, publicising, delivering and evaluating a programme of recreational activities, trips, additional skills training, Sport for Fun sessions and taster events.
- Support the Student Liaison & Events Officer deliver presentations to students and staff about the benefits of involvement with the Students' Union.
- Work in collaboration with the NWRCSU Office as a reception point for students looking for further information and display excellent customer service skills to ensure the process is as smooth as possible.
- Liaise with a range of facilities providers, suppliers, coaches, tutors and instructors to ensure the successful delivery of all aspects of the student activities on offer.
- Work with the Student Liaison & Events Officer to recruit, train and support elected student representatives to fulfil their responsibilities effectively.
- Gain regular feedback on the services provided utilising various physical and digital resources, presenting your findings to the Student Liaison & Events Officer. Liaise with niche user groups to ensure the entire membership is catered for.
- Work with the Marketing Department to promote NWRCSU services through a range of media.

- Successfully administer a range of processes and procedures from membership databases to stock control systems, accreditation schemes and formal meetings.

### **Additional duties**

- Contribute to the aims of NWRCSU supporting other staff and departments, working on cross-departmental projects and from time to time helping out where required to ensure the NWRCSU fulfils its mission, vision, values and strategic aims.
- Visit partner colleges where appropriate to provide information and guidance to students about the services of NWRCSU.
- The post holder may, at times, be required to work unsociable hours and weekends i.e. Applicant Events and Open Days.

### **General standards**

- To portray the NWRCSU in a positive, proactive and professional manner at all times.
- To abide by NWRCSU policies and procedures at all times.
- To respect the democratic structure of the NWRCSU and work closely with the elected Officers of the NWRCSU.

### **Person requirements**

Selection criteria are either essential (E) or desirable (D).

Education, Qualifications and Training

- English language to level B2 or higher
- Good general education to degree level standard or equivalent D

Knowledge

- A working knowledge and empathy of the work of students' unions D
- Awareness of current issues affecting students E
- A rounded knowledge of youth culture and current trends E
- Knowledge of recent developments in web and social networking D

### **Experience**

- Experience of working in a range of environments D
- Experience of working in and supporting a team D
- Experience of supporting student focused events and activities D
- Experience drafting or editing content D

### **Skills**

- Excellent written and verbal communication skills E
- Good all round administrative skills E
- Ability to update web pages E
- Able to work effectively in a team E
- Excellent interpersonal skills E
- Diplomacy and tact E
- Comprehensive IT skills E
- Ability to use a range of mechanisms to collect student feedback and interpret that E
- Excellent presentation skills E

### **Special Requirements**

- Commitment to equal opportunities E
- Able to work in a student led, democratic environment E
- Commitment to high standards of customer care E
- Self-reliant with ability to work without close supervision and use own initiative E
- Flexible working attitude and ability to adapt to swiftly evolving work conditions E
- Be able to prioritise between conflicting work priorities and deliver to strict timescales E

**The personal details collected during this recruitment will be used for the purposes stated. It will not be passed onto any 3<sup>rd</sup> party organisations. For more information on Data Protection and GDPR please go to our website [www.nwrc.ac.uk](http://www.nwrc.ac.uk)**