**Job Description**

**SU Hero**

**VISION**

Students creating success together

**MISSION**

A Union with a personal connection to all students. We recognise individual aspirations for success and support students to collaborate and realise their ambitions.

**VALUES**

**Inclusive**

We champion equality, diversity and inclusion. We respect the needs of the individual and the wider student community.

**Honest**

We act honestly, think ahead and deliver on our promises. We share our hopes, challenges and successes widely and effectively.

**Collaborative**

We always seek to work in partnership to help us realise our shared ambitions.

**Determined**

We know what is important to ARU students and are driven to achieve the best possible outcomes for them.

**Responsible for:** No direct line management responsibility

**Reporting to:** Student Activities Manager

**Functional Relationships:**

Student Opportunities Coordinators, Volunteer Coordinator(s), Students’ Union Staff, Executive Officers, Representatives, University staff, Student Members and Visitors.

**Section:** Student Activities

**Any Other Relevant Information**

Salary Grade: £8.45 per hour

Hours of Work: Flexible and minimum commitment zero hours

Work Base: Cambridge or Chelmsford

This role is fixed term and the majority of shifts will take place during the Welcome Period (09/09/2017 -01/10/2017) but there may be further flexible opportunities for shifts throughout the year. This role can be taken on alongside other student staff roles at the SU.

The Students’ Union is fully committed to its policies and procedures on Equality & Diversity

**Purpose of job**

Students' Union Heroes are a team of ARU students we recruit for each new academic year to support and welcome new and returning students to Anglia Ruskin. Heroes help us to welcome and move-in students and offer information about the services of the Students’ Union. The role is integral to students’ first impressions of ARU and the Students’ Union and as an SU Hero, you can make sure that students have a great first experience of university life.

**Job Role:**

**SU Hero Activities**

* To act as an ambassador for the Students’ Union and the University during the Welcome Period.
* Helping people move into their university accommodation.
* To assist in the set up/pack down and on the day delivery running of Fresher’s Fair and Fresher’s Events.
* To attend daytime Meet Up events as SU ambassadors.
* To assist with the packing of Freshers bags where needed.
* To attend and if needed lead on campus tours and city tours.
* To promote and provide information about the Students’ Union and its services.
* To hand out promotional material relating to the Welcome activities of the Students’ Union.
* To provide information to new students on where to find their local amenities, e.g. the SU shop, launderette, supermarkets.
* To create a welcoming environment for all at Anglia Ruskin University
* To promote inclusivity, be respectful of diversity and to promote equal opportunities.

**Other**

* Carry out any other duties or projects as may be assigned to the post-holder by the Students’ Union and which are reasonably consistent with the position. These may take place throughout the year.
1. Support the Students’ Union’s environmental policy.

**Benefits of the role:**

* Living Wage Accredited hourly pay
* Uniform provided
* Flexible working hours
* Fixed term role that may lead to further employment opportunities within the SU.
* Develop team building, interpersonal and problem solving skills.
* Great networking opportunities.
* Meet new people and make new friends.
* Training opportunities.
* Building interpersonal skills.

The Students’ Union expects all staff to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher’s Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

