

## Job Description SU Hero (Chelmsford and Cambridge)

### Vision

Our vision is to make a difference to every student.

### Mission

It's our mission for every student to discover new things, build friendships and love your time at ARU.

### Values

We are:

**Inclusive** We will champion the diversity of our students and their communities.

**Challenging** We push ourselves, the University and students to think and do things differently.

**Sustainable** We will champion wellbeing, equality and justice; make ethical decisions and help to grow a cleaner, fairer planet.

**Collaborative** We are better when we work together.

**Creative** We think outside the box, learn from mistakes and use our imagination.

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**Section:** Student Opportunities

**Reporting to:** Student Opportunities Team Manager

**Salary grade:** £9.90 per hour

This role can be taken on alongside other student staff roles at the SU including bar/café assistant, shop assistant and welcome desk representative.

**Work base:** Cambridge or Chelmsford

**Hours of work:** Flexible and minimum commitment zero hours  
The majority of shifts for this role will take place during the Welcome period in September 2022 (03/09/2022– 18/09/2022). You must be available on campus during this time.

There will be further flexible opportunities for shifts throughout the year, for example, during the Refreshers period in January, large events such as Global Week or at Open Days.

## **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 ARU. 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 assist with the preparations for the Freshers Fair and Freshers events in the days leading up to the event
- To attend and if needed lead on campus tours and city tours
- To assist with daytime and night-time events on campus and in partnering venues
- 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 create a welcoming environment for all at ARU
- To promote inclusivity, be respectful of diversity and to promote equal opportunities

### **You will develop these skills to in this role:**


- Team building
- Interpersonal skills
- Problem solving
- Verbal and non-verbal communication
- Problem solving
- Decision making

### **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 Students' Union
- Great networking opportunities
- Meet new people and make new friends
- Training opportunities

Successful candidates will demonstrate the Union's core values, striving to deliver exceptional customer experiences.

The Students' Union expects all staff to participate in any training program 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. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.



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.