

STUDENT STAFF RECRUITMENT PACK

**The Platform
Avenue Campus
Engine Shed
Venue Staff
Café/Catering/Bar
Receptionist**

Dear Candidate,

Thank you for your interest in joining the University of Northampton Students' Union team!

The following pages contain a summary of the principal terms and conditions of the role, key dates in the recruitment process and everything you need to know about our current vacancy. On receipt of the pack, please check to make sure you have downloaded everything you need to complete your application. The application pack is designed to be completed and returned electronically.

I would draw your attention to the person specification which outlines the skills and experience we expect the candidates to possess and be looking for when shortlisting.

Please note that we are unable to consider CVs. Applicants will only be considered on receipt of a completed application form.

Yours faithfully,

Jane & Liz

HR Team

Sureception@northampton.ac.uk

Liz.whitthread@northampton.ac.uk

EVERYTHING YOU NEED TO KNOW!

Summary Terms & Conditions

- Salary detailed in Job Description
- Hours of work detailed in Job Description
- National Living wage - £7.83
- The Company operates a pension scheme that meets the requirements of automatic enrolment and into which you will be enrolled subject to meeting the requirements of the scheme. Further details (including the right to opt-out) are available from Senior Management
- Based at University of Northampton Students Union, The Platform, Waterside/Engine shed and Avenue Campus as required
- A notice period of 1 week and probationary period of 6 months are applicable to this role.

This Recruitment Pack contains:

- The Application Process
- The recruitment Process
- Job Description
- Person Specification

Electronic Application Process

To reduce costs, avoid unnecessary printing and maximise the reach of our recruitment, we manage the initial stages of the application process electronically. To complete your application, you will need to send your application form to sureception@northampton.ac.uk. The Students' Union provides application and equal opportunities monitoring forms as word documents for candidates to complete electronically and return by email.

Key Dates & Return Address

Look out for the next assessment date on your application form

Return application to

Liz & Jane – HR Team
sureception@northampton.ac.uk

WELCOME TO THE UNIVERSITY OF NORTHAMPTON STUDENTS' UNION

Who Are We?

Led by students, backed by volunteers and staff, the University of Northampton Students' Union exists to ensure that the students of the University, our members, get the best possible experience from their time at Northampton. The Students' Union is a dynamic, fast paced, student-led organisation; representing all students at the University of Northampton across two campuses. The Students' Union runs a variety of services for students including sports, societies, campaigning, volunteering opportunities locally and abroad, student representation, as well as a number of retail outlets, bars and social venues.

A vibrant and diverse community of almost 15,000 members, you'll be right at the heart of our service provision - an effective member of our permanent staff team, enthusiastic about sharing the work of the Students' Union and the activities of our varied student groups.

Over the past three years we've grown tremendously. Over 2,000 students now participate in our various Societies, 1,600 students play in our Stallions Sports Clubs and compete nationally in the British Universities & Colleges Sports Leagues every Wednesday, hundreds of students attend our evening entertainments every week and thousands of students recognised for their achievements every year through our volunteer recognition and award ceremonies.

With the University of Northampton moving to a brand new Waterside Campus in 2018, it couldn't be a more exciting time to join the Students' Union and be a part of team that leads and manages this transition. As part of the move the SU is opening a brand new multi-function town centre venue: The Platform: January 2018 to include a café, training space and multi room night club space.

Our Staff

As a nationally registered charity, we're committed to ensuring the best possible experience for our members and that starts with a fantastic Staff Team. As a member of the 40-strong, permanent staff team, you'll also become an associate member of the Students' Union – maybe even be able to pretend you're still a student – and be able to get involved in many of our fun student society activities, sports and events, as well as being able to take advantage of national student discounts through an NUS Extra Card.

Our Members

Our members are the heart and soul of the Students' Union. Everything we do is student led and member focussed. The Students' Union is a place for everyone and we ensure all students are treated equally, feel included, valued, safe and supported. They are a diverse group, here's a snapshot of the student body you'll be working with:

- 60% female students
- 65% students over the age of 21 on enrolment
- 13% International Students

Four full-time Student Sabbatical Officers are elected annually as leaders and Trustees of the Union ensuring that the student voice is embedded in everything we do. Alongside these Officers sit an additional nine Trustees – three Alumni Trustees, three Student Trustees and three External Trustees. This group of people have ultimate responsibility for the Students' Union, its activities, policies and direction.

The role of Staff is to implement the direction set out by Trustees through the day-to-day running of the organisation and support of our student members in achieving their ambitions and goals for their own personal development and the development of their student groups, as well as to be a place to have fun!

To find out more about the University of Northampton Students' Union and everything we have to offer our members visit our website at www.northamptonunion.com

THE RECRUITMENT PROCESS

The information provided by applicants is the only information that will be used in deciding whether or not a candidate will be shortlisted for interview. Your application form is therefore very important and the following advice is designed to help you complete it as effectively as possible. Please do not substitute your CV for a completed application form, as this will not be considered.

Planning Your Application

Before filling in the application form read the information carefully regarding the general job description which lists the main duties of the post and a person specification describing the skills, experience, qualifications and personal attributes we are looking for. Please read this carefully so that you know what working for the Students' Union involves and the range and level of expertise required.

Using the Person Specification

The person specification is the list of criteria or requirements regarded as essential and desirable for the position.

Ensure you address each point marked 'Application Form' in the person specification as fully as you can.

Completing the Application Form

Assessment invites will be based on the information provided in your application form. Your application form should be filled in as fully and clearly as possible so that all candidates can be considered on the same basis.

- It is important that your application relates to the job you are applying for.
- Remember to keep a copy for reference.
- Please also complete the enclosed Equal Opportunities Monitoring Form and return it with the application form. This will be separated from your application in advance of shortlisting and will not form any part of the shortlisting process, but helps us to assess the diversity of our applicants.

Assessment days

Our Assessment days are made up group activities and individual tasks, including a short interview with the relevant line manager, who ask similar questions of each candidate covering the person specification criteria. The questions are intended to allow you to expand on your application and to show the interviewers how far you meet the requirements of the post as well as getting to know you.

- You will have the opportunity to ask questions about the job, conditions of service etc.
- HR will keep a record of each candidate interview notes and results so that the reasons for their decisions are clear, consistent and justifiable. Don't be surprised to see the interview panel taking notes – we are listening!
- If you are not able to attend the Assessment day please let us know your next availability, HR will consider requests for alternative dates as they arise.

Job Title:	Reception Assistant
Responsible to:	Reception Manager
Hours of Work:	Zero Hours Contract.

Overall purpose

The aim of the Students' Union is to support and enhance the educational, social, cultural and recreational activities and opportunities of the student body. It also aims to provide a channel of communication for students with the University, NUS and other bodies.

The principal purpose of the role is to support the provision of a professional and responsive reception and administration service to the Students' Union, its members and customers.

The Principal Duties & Responsibilities

Collaboration is central to what we do, whether it's supporting and working together with our students, community partners, colleagues at the University or with our departments at the Students' Union.

The following outlines the principal duties and responsibilities that this role plays and provides a guide to the work that the post holder will initially be required to undertake.

The Reception Service

- To provide a responsive, approachable, helpful and welcoming reception service to students and other visitors.
- Deal with issues and queries at the reception desk, escalating to other members of staff to ensure a resolution as appropriate.

Administrative support to the Students' Union.

- Be confident in using all aspects of Microsoft office.
- Respond to emails appropriately
- Undertake filing, photocopying and other administrative duties as required
- Accept payment for events / activity tickets and other services as appropriate.
- Be prepared to undertake any duties for Activities staff where necessary.

To contribute to the overall effectiveness of the union

- Working with the team, to provide mutual support, and ensure a full service is maintained at all times.
- Be flexible in your approach to work and able to work at any site if required.
- Keeping personal knowledge and skills updated to ensure effectiveness in the role.
- Attending any meetings and training events if required.
- Ensuring that statutory and legal obligations are met.
- Contributing to the positive image of the Students' Union with students, the University and the local community.
- Be clean, tidy and professional in appearance, wearing identification.

Job Specification

	Essential (E) or Desirable (D) requirements	Assessment Methods: Application Form, Interview, Test, Presentation
Skills, Knowledge and Experience		
Excellent numeracy skills	E	Application form, Interview
Experience of working in an office setting	D	Application form, Interview
Competent in the use of Microsoft Office software	E	Application form, Interview
Able to write in a clearly structured manner	E	Application form
High standards of appearance – clean and tidy	E	Interview
High personal standards regarding time keeping etc	E	Application form, Interview
Thorough, able to see a job through to the end with excellent attention to detail	E	Application form, Interview
Friendly and outgoing, able to deliver high standards of customer service	E	Application form, Interview
Interest and Knowledge of Sports and Societies available to students	D	Application form, Interview
Committed to improving skills through training and experience	E	Application form, Interview

GDPR

Thank you for taking the time to read this recruitment pack and for your interest in working for the University of Northampton Students' Union. When signing your application form, you are also agreeing for the University of Northampton Students Union to hold your data, in accordance with GDPR regulations. The Company is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR) and all other data protection legislation currently in force. The Regulation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose data is being processed. For further information please refer to the Students Union privacy statement linked to your application process.

HR Office Use Only:

Job Description review

Date of review Due	Completed	Notes
Dec 2017		New role

