**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | Guild Assistant |
| **Department:** | Operations |
| **Rate of Pay:** | £12.60 per hour (or the Real Living Wage, whichever is higher) |
| **Report To:** | Head of Operations |
| **Job Purpose:** | **To make students feel welcomed and at home in the Guild by activities including but not limited to:**   * Greeting students that visit the Moss House Shop * Making conversation with students who visit us and learning about their experience at UCB * Signposting to relevant services, organisations, or support mechanisms   **To provide a positive experience for students engaging with the Guild by activities including but not limited to:**   * Answering queries quickly and efficiently * Ensuring the shop is always tidy, clean, and well stocked   **To complete administrative support tasks for the Guild, societies and student leaders including but not limited to:**   * Making meeting bookings with the relevant staff * Completing room bookings * Processing society finance payments * Completing stock checks and reporting these to the relevant staff member * Responding to general enquiries over email * Answering the Guild phone and providing appropriate information or making relevant arrangements   **To promote an exciting and engaging campus life for students by activities including but not limited to:**   * Drafting communications and advertising * Organising photography around campus * Creating graphics on Canva * Sharing upcoming events and activities with students that visit the shop   The duties above are not exhaustive and may be adjusted in liaison with the Head of Operations.  **Hours:**  A minimum of 8 hours per week during term time. Extra hours may be available but are not guaranteed. Hours worked will take place in Guild shop hours of 10-4 Monday to Friday. Possibility of some evening work at The Maltings. |
|  |  |
| **Closing Date:** | 29/09/2025 |
| **Interview Date:** | 01/10/2025 (Applicants most be available for interview in this date) |
| **How to Apply:** | You can find the application form for this role on the Guild website here: <https://ucbguild.co.uk/our-story/working-with-us/>  All application forms must be completed online at: <https://forms.office.com/e/nnkMBpj1Mn> |

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **Post:** | Guild Assistant |
| ***Essential*** | |
| **Experience:** | |
| 1 | Building and maintaining strong and productive relationships |
| 2 | Experience of organising and coordinating events |
| 3 | Passionate about building positive student experience |
|  | |
| **Skills & Abilities:** | |
| 4 | Ability to work within a close team environment with students, staff, and elected student officers |
| 5 | High level of written and oral communication skills |
| 6 | Ability to be organised and to work independently and flexibly in the interests of the team |
| 7 | Ability to prioritise competing tasks and manage a varying workload |
| 8 | Excellent communication skills (both written and oral) |
| 9 | Ability to work and communicate confidently with a diverse range of  people and groups |
|  | |
| **Education & Qualifications:** | |
| 10 | Current student, at any level of study, at UCB. |
|  | |
| **Knowledge:** | |
| 11 | An understanding of the student experience at UCB |
| 12 | An understanding of issues relating to equality, diversity, and inclusion |
| 13 | IT proficiency including the use of Microsoft Office and knowledge of social media |
|  |  |
| ***Desirable*** | |
| **Experience:** | |
| 14 | Administration and working in an office environment |
| 15 | Knowledge and/or experience of membership organisations |
| 16 | Empowering and supporting individuals and/or groups to meet their goals |
| 17 | Retail & bar work |
| **Skills & Abilities:** | |
| 18 | Ability to establish and maintain effective working relationships with a wide range of people within the University |
| 19 | Experience with/interest in photography/videography |
| **Knowledge:** | |
| 20 | An understanding of community development |