

# Student Voice Assistant Job Description

Zone	Voice Zone
Reports to	Student Voice and Communications Manager
Hours	Flexible - normally between 6 – 8 hours per week

## Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Voice Team is responsible for ensuring that all students can have their feedback about their university experience heard, leading to the changes they want to see. We do this through projects like our Course Rep scheme, our Student Equality Networks, and campaigns like Speak Week.

We're looking for two enthusiastic and organised part-time Student Voice Assistants to join our team. This role is a great opportunity to undertake a broad and varied range of tasks to support the Voice Zone, including general administrative tasks, assisting with Zone communications, and getting hands-on experience supporting our events and projects. This role also can involve researching and writing reports, so we're looking for someone who is an adaptable, quick learner, and a strong communicator.

## Key Responsibilities

- To work with the Student Voice team to support a range of projects, campaigns, and events, to help ensure students have the opportunity to share their feedback on their university experience.
- To assist with general administration to support Voice Zone staff, including basic data management and liaising with staff and students via email when required.
- Support our Course Rep and Student Equality Network schemes through general project administration and communication with volunteers.
- Work closely with the Union's Voice Zone officer team to support them in delivering their manifesto projects and in communicating with students about their activity and achievements.
- Research and produce accurate reports, briefings, and presentations, and writing up meeting notes, agendas, and minutes.
- To assist with the planning and delivery of Voice Zone events, including attending relevant Voice Zone and wider Union events or activities when required.
- Produce written content for the Union website, including news articles, and assisting the VP Voice with their social media presence, primarily on Instagram.

## Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Experience</b>				
Experience of working in a busy member or customer focused organisation		X	X	X
Experience of general office administration	X		X	X
Experience of data collection and analysis		X		X
Experience of creating content for social media		X		X
Experience in researching and writing reports, briefings, and/or presentations		X		X
Experience in planning and delivering events		X		X
<b>Knowledge</b>				
Knowledge of the representative purpose and activity of the Students' Union		X	X	
<b>Skills</b>				
Excellent administration and organisation abilities with strong attention to detail	X			X
Competent IT skills – Microsoft Office, e-mail	X			X
Able to manage own workload, time and priorities to deliver tasks to agreed deadlines	X		X	
Ability to work independently as well as collaboratively in a team	X			X
Excellent written, interpersonal, and verbal communication skills	X		X	X
Ability to apply critical thinking skills when researching and producing reports		X		X
Ability to analyse data, including confidence in utilising Microsoft Excel		X		X
<b>Values, attitudes and personal style</b>				
Confident and open style of communication with people from all backgrounds		X	X	
Flexibility and an adaptable approach to work	X			X
Enthusiastic about student voice initiatives	X		X	X
Highly organised and self-motivated individual	X			X