

Casual Staff Role: Job Description & Person Specification

Key Information

Job Title	Events Crew
Department	Commercial Services
Team	Business Development
Reporting to	Partnerships and Events Coordinator
Direct Management Responsibility	N/A
Location	Roehampton Students' Union, event specific as required.
Hourly Rate of Pay	£12.21 (excluding holiday pay) £13.68 (including holiday pay)
Hours of work	Up to 20 hours per week during term time (between Monday to Friday 07:30 – 17:00) Occasional requirement for work on weekends and evenings depending on the business requirements.
Contract type	Zero-hours (in accordance with the needs of the organisation and the individual staff member), fixed-term.

Purpose of the Role

This role assists in the delivery of RSU activities and events at various locations across the University of Roehampton campus, and on some occasions at approved off-campus venues where events have been booked. The role supports the set-up of event equipment, processing payments and event ingress, and contributing to the delivery of a safe and welcoming environment.

Key Responsibilities

To help make this job description as clear as possible, we've included some examples of the type of work/jobs you'll be asked to do on a regular basis as part of this role:

- Setting up (and where required) taking down all event equipment relating to the health and safety of event attendees, such as perimeter fencing, pedestrian barriers and crowd control barriers associated with the event.
- Undertaking tasks that support event capacity controls, checking tickets, checking IDs, and acting as a first line of contact for enquiries related to the event.
- Acting in the role of a bystander, supporting the delivery of a safe and welcoming environment at all events, assisting attendees who may be perceived as vulnerable due to their actions or the impact of the actions of others.
- Working alongside contracted security roles, appointed First Aid providers, and third-party event/venue operators to ensure safe delivery of activities and events.
- Undertaking promotional tasks to support the broader communication of activities and events within the student community.

- Receiving and processing customer payments.
- Effectively communicating information to co-workers.
- Maintaining a safe environment, ensuring appropriate housekeeping is undertaken to keep a safe environment.

General Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's articles of association and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification

Education & Training	Essential	Desirable
Must be a current University of Roehampton student for the full 2025/2026 academic year through to July 2026.	X	
Experience & Knowledge		
Experience of working in a customer service/event delivery role (either voluntary or paid).		X
Experience of working as part of a promotions team (either voluntary or paid).		X
Skills & Abilities		
Excellent communication skills, both verbal and written.	X	
An ability to provide excellent customer services in a busy environment, remaining calm, polite and friendly at all times.	X	
Keen attention to detail and ability to complete tasks to a high standard.	X	
Enthusiasm to develop your skills and knowledge.	X	
The ability to work independently on your own initiative, and co-operatively within a team environment.	X	
Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:		
Student Focused: We exist to make student life better for students at Roehampton and everything we do should be in the service of driving this forward.	X	
Transparent: We believe we should be as open as possible about the way we work and how decisions are made.	X	
Supportive: We support equity, diversity, and inclusion and believe the Students' Union is a place where everyone can thrive.	X	
Bold: We are ambitious for our students and unafraid to challenge the status quo.	X	
High Quality: We are committed to excellence in everything we do.	X	