

Casual Staff Role: Job Description & Person Specification

Key Information

Job Title	Helpdesk Assistant
Department	Commercial and Central
Team	Helpdesk
Reporting to	Head of Commercial Operations (Deputy Chief Executive)
Direct Management Responsibility	N/A
Location	Roehampton Students' Union
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 09:00 – 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

As the first point of contact at the Students' Union, our Helpdesk team are central to delivering a warm welcome to the organisation, driving our administrative function, and providing triage services for our Advice Centre.

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:

- Meeting and greeting students, staff, and visitors to the Students' Union, ensuring they receive a warm welcome.
- To always portray a friendly, professional, and courteous manner.
- Respond to enquiries received through various RSU communication channels including face to face, email, telephone, and social media.
- Providing a triaging service, administrative support and data entry for the RSU advice service.
- Provide administrative support for the organisation including but not limited to, room booking, stationery ordering, and managing student group storage.
- Responsible for the upkeep and cleanliness of the reception area.
- Assist individual students and student groups with purchase enquiries relating to events tickets, student group memberships and merchandise orders.
- Provide analysis of data and information collected, producing reports which summarise findings.

- Arrange collection of daily post and parcel deliveries and the internal redirection of these items.
- Carry out duties at the request of the line manager that are consistent with the grading of the post.

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 2025/2026 academic year through to July 2026.	X	
GCSE Maths and English or equivalent (Minimum Grade C/4).	X	
Experience & Knowledge		
Experience of working in a customer service/office administration role (either voluntary or paid).		X
Competent in using the Microsoft Office suite (Word, Excel, Outlook) and other relevant software for administrative purposes.	X	
Skills & Abilities		
An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times when dealing with a diverse range of individuals.	X	
Excellent verbal and written communication skills, with the ability to respond effectively via face-to-face, email, telephone, and social media.	X	
A high level of attention to detail, accurately able to complete data entry tasks and produce clear reports based on collected information.	X	
Enthusiasm to develop your skills and knowledge.	X	
Willingness to carry out a variety of tasks and respond flexibly to changing priorities.	X	
The ability to work independently on your own initiative, and co-operatively within a team environment.	X	
Demonstrable ability to work with confidential information, displaying tact and discretion with regards to the disclosure and handling of information of a confidential and/or sensitive nature while maintaining data protection principles.	X	
Business Requirements		
Ability to work occasionally on weekends and evenings depending on business requirements	X	
Candidates must have a right to work in the UK to be considered for this post.	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	