

NOTTINGHAM TRENT STUDENTS' UNION

APPLICATION PACK



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TRENTSTUDENTS.ORG



EPOS Support Coordinator Recruitment Pack January 2020

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About NTSU

NTSU is a vibrant, dynamic and fulfilling organisation to work for. Our mission is to empower students to make NTU the best academic and personal experience for themselves and others. Our vision is to build diverse communities of fulfilled students motivated to create positive change. We have been recognised for our achievements over recent years, including:

- Currently in the top 10 nationally for student satisfaction (in both NSS and Times Higher Education)
- NUS HE Students' Union of the Year 2015
- NUS Officer Team of the Year 2014
- NUS Community Engagement Award 2013
- The Students' Union Advice and Information Centre holds the Advice Quality Standard
- Holder of the NUS Green Impact Award
- Holder of the Best Bar None Gold Award
- Holder of Investing in Volunteers Quality Standard
- NUS Staff Engagement award winner 2014

NTSU is a democratic and member-led organisation, with a membership that is made up of over 32,000 students currently enrolled at NTU. Every student has the right to take part and vote in every democratic forum that exists within the Union, including voting for the Student Executive which is responsible for overseeing the strategic direction of the organisation. Operational management of NTSU is the responsibility of the CEO and a small team of senior managers whilst oversight is provided by a Board of Trustees.

To see some of our current activities please visit our website and social media channels:

<https://www.trentstudents.org/> <https://www.facebook.com/TrentStudents>

<https://www.instagram.com/trentsu/> <https://twitter.com/trentstudents>

Our values

We are proud of our values, which guide the way our staff work and how we go about our business. Our values are:

- Student-led
- Inclusive
- Supportive
- Forward thinking
- Ambitious

The Job – Key Facts

Job title	EPOS Support Coordinator
Salary range	£19,122 - £20,699 per annum
Department	Cross Departmental
Working pattern (hours/weeks etc)	37.5 hours per week, 52 weeks per year, working at all NTU campuses. Occasional weekend and evening work will be required to support large scale events.
Potentially Negotiable	The Union's business is seasonal, concentrated in term times. If you wish to discuss flexible working arrangements which reflect this, please contact the Union for an informal discussion.
Responsible to	Deputy CEO
Supervisory responsibility	Occasional Student Staff
Job purpose	As an integral part of multiple teams at NTSU the post holder will drive forward our EPOS provision through a variety of support, administration and training.

Main duties and responsibilities

1	Support NTSU departments on all aspects of the till provision, including back office systems and front of house tills, card machines, printers and screens.
2	Liaise with EPOS providers and associated support organisations to continually maintain and develop new and existing services.
3	Administer the smooth running of EPOS including accurate and timely product and data entry.
4	Assist with processes including stocktake, stock control and auditing to ensure the smooth running of services.
5	Monitor compliance with finance, data, security and access policies and escalate concerns to line management.
6	Maintain positive working relationship with NTSU staff, suppliers and NTU contacts.
7	Communicate effectively and efficiently across department and campuses to maintain effective service delivery.
8	Train colleagues and provide support resources to enable managers and supervisors to trouble shoot systems.
9	Replace and repair equipment in line with finance and budget procedures ensuring value for money.
10	Promptly report the current status, length of down time, and ongoing issues with service provision to colleagues.

Secondary and other duties

1	Provide reports for staff to assist with decision making
2	Abide by all NTSU policies including but not limited to Financial Regulations, Data Protection, H&S, PCIDSS and associated procedures.
3	Supervision of student staff from time to time
4	Assisting with other administrative duties as required

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU.
- The post holder will at all times uphold the values of NTSU and demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism.
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU.
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies.

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	EPOS Support Coordinator
Department	Cross Departmental
Responsible to	Deputy CEO

Criteria	Essential	Desirable
Experience	Working with IT equipment	Working with EPOS systems
	Working with databases	Supporting and developing IT systems
	In a busy and varied work place	Training and supporting others
Skills	Excellent IT skills	Ability to establish and maintain effective working relationships with a wide range of people
	A can-do positive attitude	Ability to develop systems through continuous improvement
	Good communication skills	
	Self-management and organisational skills	
	Ability to prioritise tasks and manage own day to day workload	
	Ability to work well under pressure	
	Excellent time management skills	
Knowledge	IT systems	Educated to a degree-level standard and/or experience relevant to the role
	Customer service	PCIDSS or other data and related security standards

Rewards & Benefits – a great place to work

NTSU employs a relatively small number of core staff (around 65), most of whom work year-round, and up to 400 student staff, who work mainly during the university terms. We are committed to the promotion of a positive working relationship with all members of our staff and offer our staff excellent benefits.

Training and Development Opportunities:

As a learning organisation, we are committed to the training and professional development of all our staff, providing:

- Full NTSU organisational induction
- Health and Safety Training
- Regular Professional Development Reviews for **all** staff, to identify individual training needs and career development opportunities. We don't do yearly appraisals, but instead hold regular 121's
- Annual Staff Conference Day
- We have a training budget that can support staff training in various personal and professional development areas
- In house training sessions run on a termly basis to assist in areas such as finance

Examples of Training and Development Opportunities:

- EPOS provider training
- Train the Trainer – to ensure our staff offer the best coaching and training to our members
- Union Cloud – if you use this in your role, you will receive comprehensive training on how to use it
- Finance for Non-Finance Managers – to get you up to speed with how finance works at NTSU
- Attention Management – to ensure you know how to balance your time at work
- Post-graduate study – some staff have taken part in PG courses that have supported them both professionally and personally
- CIPD, ACCA, CIMA and other chartered professional bodies

Benefits!

- Contributory pension scheme
 - Subject to eligibility criteria, all new staff are automatically enrolled in NEST, a national contributory pension scheme. The minimum contribution is 4%, which we match. Higher contributions are available.
- Generous holiday entitlement

- 20 days annual leave (rising to 25 days after 5 years and 28 days after 10 years)
- 8 bank holiday and statutory days
- 5 discretionary days (when the University is closed), including a generous break over Christmas and the New Year, which normally spans over 2 weeks. This means that you get 33 days off per year.
- Flexibility
 - Our primary purpose is to provide the services that students want when and where they need them. This means that demands on staff, particularly in student-facing roles, can be very variable, so we work on the basis of mutual flexibility. For example, during large scale events and key times of year this role will be expected to work changed or mixed working patterns with any additional hours worked taken back at other times of the year.
- Group Life Assurance
 - All permanent members of staff are added to our Death in Service benefit, which means in the event of your death, your nominated beneficiaries will receive 3 x your current basic salary.
- Staff Fun Fund
 - We run an annual sports day, away day, officer leaving party, Festive meal and many more! We also offer perks every now and again to say thank you to our excellent staff.
- Excellent Facilities
 - Here at NTSU we have access to excellent facilities, including a new £1.5million extension at Clifton, IT equipment, impressive venues and fitness facilities across all of our campuses.
- Employee Assistance Programme
 - Run by NTU, our staff have access to a 24/7 free hotline for any concerns they may be having.
 - We also run Wellbeing Days, which features activities such as in house massage, free lunches, yoga and more!
- Recognition & Gifts
 - From recognising exceptional performance, to marking professional and personal milestones, NTSU works hard to ensure that staff feel appreciated and valued. We run termly staff awards in 5 categories which are staff nominated.

The Recruitment Process

Below you will find a timeline of the recruitment / induction process for this position. Please note that all the dates given in this timeline are provisional and are subject to change, although we will endeavour to keep applicants informed of any significant changes.

Date:	Event:	Comments:
28/01/2020	Applications open	Applications for this position are now being accepted.
18/02/2020	Applications close	Applications for the position will close at 11:59pm on this date.
19/02/2020	Shortlisted applicants notified	If you have been shortlisted for interview, you will be notified by this date.
19/02/2020	Interviews conducted	This date is provisional and subject to change.
25/02/2020	Successful applicants notified	If you have been successful you will be offered a post by this date (provisional and subject to change)

It's very important to complete the application form in full – if not, we may not be able to consider your application. You should ensure that your application demonstrates how you satisfy the person specification for the role, using relevant examples from your employment, education and life experience wherever possible.

Please also complete the diversity monitoring questionnaire – the information collected on this form is not made available to those shortlisting for the role, but is invaluable in helping HR to monitor the effectiveness of our advertising and the fairness of our recruitment.

If you have a disability, or have particular requirements that it would be helpful for us to be aware of when arranging the interviews, please let us know by email to HR@su.ntu.ac.uk or phone 0115 84 837819.

We are recognised as a Disability Confident Committed employer (having previously held the Two Ticks accreditation) and we offer an interview to any applicant with a disability who meets the minimum requirements of the person specification.