



JOB DESCRIPTION

Job title	Student Voice Administration Assistant
Salary range	£12.71 per hour
Department	Membership – Student Voice
Working pattern (hours/weeks etc)	Zero-hours contract
Responsible to	Student Voice Team
Job purpose	To provide general administrative duties to assist in the efficient running of the Student Voice team.

Duties and Responsibilities

1	Provide a professional, welcoming and responsive service to students, staff and externals, engaging with Nottingham Trent Students' Union (NTSU).
2	Act as a first point of contact for Student Voice enquiries, providing information and guidance to students, staff and externals.
3	Provide administrative support for the Academic Representation processes, including maintaining representative records, processing registrations and supporting recruitment.
4	Respond to enquiries and signpost students to appropriate support services.
5	Support Student Voice campaigns, engagement initiatives and key democratic activities, helping to promote opportunities for students to influence their academic experience.
6	Assist in the maintenance of relevant databases, ensuring this complies with GDPR.
7	Support key NTSU events and activities, including but not limited to Freshers Week and Trent Elections.
8	To engage in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures. Employee tries to reduce the negative environmental impact of their work.

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The



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post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

Miscellaneous

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions / person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.



NOTTINGHAM TRENT STUDENTS' UNION

EMPLOYEE SPECIFICATION

Job title	Student Voice Administrative Assistant
Department	Membership
Responsible to	Student Voice Team

Criteria	Essential	Desirable
Experience	A current NTU student.	Experience of providing excellent customer service.
	Experience of handling and completing administrative tasks.	Experience of supporting events.
	Experience of processing data.	Experience with sustainable office practices.
Skills	Strong communication skills (both oral and written).	Ability to prioritise and handle multiple tasks.
	Strong IT skills, particularly with Microsoft Office applications such as Outlook, Word, Excel and Teams.	
	Ability to develop strong working relationships with a wide range of people.	
Knowledge	An understanding of the services offered by NTSU and NTU.	An understanding of issues relating to equality, diversity and inclusion.
	An understanding of the representative and democratic processes at NTSU.	Understanding of data protection requirements.
		Understanding of what can be recycled on campus, and how to recycle it properly.