

JOB DESCRIPTION	
Job title:	Student Opportunities Assistant
Reports to:	Volunteering Coordinator
Department:	Student Opportunities
Direct Reports:	N/A
Revision Date:	March 2021
Job Purpose	
<p>The Volunteering Service is open year-round and offers a variety of ways in which students can volunteer in the UK. The service also organises events, skills training, funding, awards and recognition, as well as provides support and advice to students to set up their own community projects.</p> <p>The Volunteering Service is looking for an enthusiastic, creative, hardworking individual to assist the Volunteering Coordinator in maintaining and supporting the development and delivery of our service to student groups and individual students.</p> <p>The Volunteering Service sits within the Student Opportunities Department which also provides support to student-led societies, Peer Learning and Support schemes, international students, and Global Students' projects.</p> <p>This role is normally based in our Edinburgh office and may involve being out and about on campus or attending meetings in other locations. As a result of the COVID-19 crisis, all staff are currently working from home and we would therefore expect the successful candidate to work from home initially. Re opening our offices will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Attendance at the normal office base will be required in future.</p>	
Main Duties and Responsibilities	
<p>Administration</p> <ul style="list-style-type: none"> • Monitoring Volunteering's general enquiries mailbox and responding to emails from students, charities and University stakeholders, flagging these to the Coordinator or relevant contacts where appropriate. • Managing the Volunteering Hub (online volunteering opportunities platform): approving adverts, ensuring it is kept up to date at all times and monitoring its usage. • Managing bookings for meetings, events, and training sessions, including booking venues and catering for events when needed. • Answering enquiries face-to-face or over the phone from students and stakeholders in regard to Volunteering. • Managing large volumes of data: keeping records up-to-date and accurate via Excel in relation to Volunteering award schemes, training, student groups and other schemes managed by the service. 	

<p>Marketing</p> <ul style="list-style-type: none"> • Actively posting relevant and engaging content on our social media channels and keeping the department's accounts up to date. • Helping to research and write up relevant articles for the Spotlight On volunteering blog and newsletters. • Assisting with the creation of surveys of our charities and volunteers, sending these out and collating the results. • Coming up with new and creative ideas to encourage students to volunteer • Working closely with the Students' Association's Marketing team when required. • Creating reports for the department, covering content and format.
<p>Volunteering Projects Support</p> <ul style="list-style-type: none"> • Assisting with the running of various training programmes (Volunteering) and the Volunteer Award responding to issues and queries from participants and monitoring submissions. • Booking participants onto sessions and sending deadline reminders. • Assisting with supporting a team of around 50 Lloyds Scholars: students who receive a bursary from Lloyds Bank and who have to carry out 100 hours of volunteering every academic year in return. • Assisting with various events that take place in the evening/weekend such as Open Days, training sessions, Student Awards, etc. • Supporting Volunteering Societies and other student groups, publicising their events on Facebook, booking rooms and providing advice and opportunities to promote themselves, following up with reports and evaluations submitted by the groups (working closely with office bearers of each group).
<p>Events</p> <ul style="list-style-type: none"> • Under direction from the Volunteering Coordinator, assist with the organisation and running of events by the service, including awards nights, fairs, talks, workshops, forums and volunteering taster sessions, induction training, etc.
<p>Other</p> <ul style="list-style-type: none"> • Assist the Volunteering Coordinator with various projects related to the Volunteering Service when required.
<p>Key Relationships</p> <p>The post-holder will liaise with the following staff:</p> <ul style="list-style-type: none"> • Student Opportunities Manager • Volunteering Coordinator • Societies Team • Peer Learning and Support Team • Global Students Coordinator • People and Development Team

- Sabbatical Team and other elected representatives
- Wellbeing Coordinators
- Events and room bookings staff
- Marketing and Communications Officers
- IT Team (support with website and Volunteering Hub)
- External stakeholders, including Third Sector organisations such as:
 - Volunteering agencies, charities and voluntary organisations, schools, sports clubs, and the city council.

OTHER:

- The Student Association's overall ambition is that 'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university' Our staff are essential to fulfilling this ambition.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
- Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
- A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

PERSON SPECIFICATION		
Job title:	Student Opportunities Assistant	
Person Summary		
<p>The Student Opportunities Assistant will be approachable and well organised, with strong communication, interpersonal, IT and administrative skills. We are looking for someone who is friendly and confident, with a demonstrable enthusiasm for working alongside and supporting students.</p> <p>A student focused individual with a consistently professional approach to their duties and keen attention to detail with a positive attitude towards the Students' Association. A person with high expectations of themselves and others, who takes pride in their work and that of their team.</p> <p>A strong commitment to the values of the organisation and a desire to make a positive contribution to those values and in delivering a genuinely world leading student experience for our student members.</p>		
Required Experience	Essential	Desirable
Experience of volunteering and an ability to articulate the benefits	X	
Experience of assisting with or coordinating training or workshops	X	
Experience in writing news, updates and developing content for the web and social media	X	
Experience with databases	X	
Experience in a customer-facing role	X	
Experience of coordinating and supporting groups of volunteers		X
Functional Skills and Proficiency	Essential	Desirable
Outgoing, enthusiastic and approachable	X	
Excellent verbal and written communication skills	X	
Confident speaking in front of a group	X	
Be able to work autonomously on tasks/projects	X	
Ability to use own initiative to prioritise workload and meet deadlines	X	
Strong organisational skills	X	
Strong IT skills including Microsoft Office	X	
Proficiency in general administrative tasks. e.g. filing, data entry, production of handouts and training materials, booking rooms	X	
Demonstrable enthusiasm for working alongside and supporting students	X	

Ability to work as part of a team and collaborate with staff and students to achieve overall objectives	X	
Willingness to work flexibly, outside normal office hours	X	
Project Management experience		X
Training and Qualifications	Essential	Desirable
Educated to degree level or equivalent		X
Shared Values		
<p>Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.</p> <ul style="list-style-type: none"> • Students first • Home from Home • A place for all • Power to change 		