



## JOB DESCRIPTION

<b>JOB TITLE:</b>	A-Team Coordinator (Night Team) - Student Staff
<b>RESPONSIBLE TO:</b>	Student Support and Representation Manager / Volunteering Coordinator
<b>SALARY:</b>	£10.04 p/h (Living wage plus supervisor %)
<b>HOURS:</b>	30-35 hours per week between Monday 20 <sup>th</sup> September and Sunday 3 <sup>rd</sup> October (will include evening and night-time work).

### PURPOSE OF ROLE

To act as a welcoming and friendly first point of contact for students, staff and visitors entering or contacting the Students' Union; providing information about the Union's services and facilities, you will be responsible for ensuring that all users receive the best possible service. The role will specifically act as a first point of contact for the Students' Union in the operation of its A-Team night team.

### DUTIES AND RESPONSIBILITIES

#### 1. Main duties:

- To coordinate, support and motivate night team in the carrying out of their volunteer duties.
- To act as a first point of contact for the Students' Union in the operation of night team, providing up to date information to volunteers, staff and students, in person, via social media, email and telephone. The ability to speak Welsh is desirable for this post.
- To support the night team in the welcoming and arrival of international students by coach.
- To support night team in ensuring students stay safe in town.
- To support night team in assisting students who may be lost, tired or emotional.
- To act as a first point of contact for incidents or issues, escalating to others as appropriate.
- To subsequently report incidents or issues in accordance with appropriate reporting procedures.
- To work in partnership with colleagues in the university, emergency services and local agencies in the coordination of night team.

#### 2. Other Duties:

- To positively promote and uphold the values and policies of AberSU.
- To be an advocate for AberSU and our work, locally, regionally and nationally as opportunities arise.
- To work within the terms of the governing documents of the Union, principally the Constitution.

- To uphold reasonable expectations regarding health and safety, data protection and other relevant regulations and legislation as appropriate.
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- To demonstrate Students' Union behaviours & standards in daily working life

### **Changes to Job Description**

This job description may be subject to modification or amendment at any time following consultation with the post holder.

*This job description is not intended to be an exhaustive list of tasks carried out by the post holder. It does, however, set out the main expectations of the Union in relation to the post holder's duties and responsibilities and the post holder may be expected to undertake alternative/additional work commensurate to the pay grade*

**PERSON SPECIFICATION – A-TEAM COORDINATOR (NIGHT TEAM) STUDENT STAFF**

<b>CRITERIA</b>	<b>Requirement</b>	<b>Application</b>	<b>Interview Day</b>
<b>QUALIFICATIONS</b>			
You must be an Aberystwyth University Student	Essential	√	
<b>EXPERIENCE</b>			
Experience in organising and supporting a team of volunteers	Desirable	√	√
Experience of working in partnership with colleagues in the university, emergency services and local agencies	Desirable	√	√
Experience of being first point of contact	Desirable	√	√
<b>KNOWLEDGE</b>			
A knowledge of the local area and student community, including accommodation	Essential	√	√
Knowledge of health and safety/Risk Assessments	Essential	√	√
<b>ATTRIBUTES &amp; SKILLS</b>			
Ability to promote a positive image of AberSU	Essential	√	
The ability to work effectively in a team and own initiative	Essential	√	√
Self-motivated with a 'can do' attitude	Essential	√	√
Friendly and approachable manner	Essential		√
Calm disposition especially under pressure and able to overcome challenges or problems in a constructive manner	Essential		√
Understanding and commitment to promoting equality and diversity and inclusive practices	Essential	√	
Commitment to upholding the Students' Union values	Essential	√	
Excellent communication skills	Essential	√	√
Ability to communicate through the medium of Welsh	Desirable	√	√