

Office Administrative Assistant

Job Description

About Union

Union represents approximately 35,000 students at Anglia Ruskin University (ARU) across campuses in Cambridge, Chelmsford, Peterborough, Writtle and London. In addition, we provide a range of services; academic and welfare advice, support to students running societies and volunteering opportunities in and around the campuses. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their strategy.

Mission: A student-powered union where every voice matters, every campus connects, and good vibes are part of the culture.

Model: Five Campuses, One Union

Pillars and Foundation:

- A) We will put students in charge
- B) We will extend students' rights and opportunities
- C) We will build and nurture communities
- D) Multisite organisation and functionality

Job Title:	Office Administrator
Department:	Union Writtle
Reports to:	Campus Manager
Responsible for:	No line management responsibilities
Salary:	£12.60 per hour
Hours of work:	Zero-hour contract
Place of work:	Writtle Campus

Purpose of the role:

The Student Staff – Administrative Support role is an essential part of the Union team, providing day-to-day assistance with general office duties. The role supports the smooth running of the Union office by handling administrative tasks, responding to student enquiries, and assisting with event or project-related admin.

Key Responsibilities:

Admin Support

- To always provide outstanding customer service and promoting the values of the Students' Union, in a confident, welcoming and approachable manner.
- To be equipped with up-to-date information about a wide range of services offered by the Union, including, but not limited to the advice service, student representation, student activities, clubs and societies, entertainment and volunteering.
- Actively promote events, daytime activities and executive campaigns to all students.
- To create a clean and welcoming environment within the Union space, maintaining high standards of cleanliness within the student kitchen and surrounding areas
- Ensure the student space is well stocked with food and drink as well as essential items such as sanitary products
- To administer an essential link to other services within the university or other campuses, referring students as necessary.
- To encourage inclusivity, be respectful of diversity and to promote equal opportunities.
- Advocate the work of the Union in a positive light at every available opportunity, maximising visibility of the Union, Visitors and University Personnel.
- To assist the wider Union Team with administrative tasks including room bookings and guest speaker research.
- To provide support and signposting for students.

Other

- Undertake all activities in accordance with the Union's equal opportunities, health and safety, environmental and staff protocol policies.

- Carry out any other duties or projects as may be assigned to the post-holder by the Union and which are reasonably consistent with the position. These may take place throughout the year.
- Support the Union's environmental policy.

Benefits of the role:

- Uniform provided
- Flexible working hours
- Fixed term role that may lead to further employment opportunities within the Students' Union.
- Develop team building, interpersonal and problem-solving skills.
- Great networking opportunities.
- Meet new people and make new friends.
- Training opportunities
- Building interpersonal skills

Union expects all staff to participate in any training program considered relevant to your job and encourages all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within Union departments. Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the organisation by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role.