

Job Title : Guild Operations Assistant

Job title:	Guild Operations Assistant
Working hours:	Casual (9am–4pm) Weekdays
Salary:	£15.07 per hour 6 hours p/w
Reporting to:	Operations Manager

Role Purpose:

The Guild Operations Assistant role assists in the delivery of the excellent facilities and ICT support to the Students' Guild. Supporting not only the staff, but also the students that interact with our spaces and technology. You will help ensure we stay student led through listening to our members and ensuring they receive an excellent support experience and have the tools they need to thrive.

In your role, you will interact with and support departments across the Students' Guild, in addition to ensuring students are aware and know how to access our services and opportunities. As a key point of contact for our members, you will play a vital role in upholding and representing our brand and values ensuring every interaction is impactful and informative.

Key Accountabilities:

- Promoting a positive image of the Guild whilst carrying out operational responsibilities in our spaces.
- Ensuring a high quality and consistent standard of student and staff support.
- Supporting all aspects of the Operations team, getting involved with building management, vehicle management, and technical support.

Key Responsibilities:

Delivery

- Supporting the students Guild by being part of the core services like ICT & Facilities.
- Promote Operations Team activity and opportunities within the Students' Guild and be a brand advocate for the Guild in your role.
- Promote a positive approach towards Health & Safety, Fire Safety, and Data protection compliance.
- Work alongside the Operations Teams Coordinators to learn about the compliance around facilities and the technical aspect of IT
- Managing everyday enquiries, both face-to-face and through our digital helpdesk, ensuring responses are timely, professional and accurate.
- Managing a program of asset management using our 'MyCompliance' system.
- Assist in managing the Hire and use of the Guild vehicles to student drivers and Guild staff
- Conduct inspections of our spaces which are located on both Streatham and St Luke's campuses.
- Support the operation of Guild events if required.
- For our spaces to be truly student-led, you will assist in rearranging/resetting our flexible spaces to accommodate student events.

Development:

- Listening to end-user needs and feeding back to the Operations Manager to enable continual improvement of the service the Operations team provides.

Compliance

- Ensure compliance with the Guild's and relevant University policies and all relevant legislation – including Health and Safety, 1994 Education Act, Safeguarding and Data Protection.

Other

- Be an enthusiastic advocate for student leadership and the organisation's values.
- Actively engage in student-facing projects and activities of all kinds as required.
- Maintain own professional networks and promote the Guild on a local and national level.

Personal Specification:

	Criteria
KNOWLEDGE & EXPERIENCE	• An interest in and willingness to learn about building management and some of the regulatory compliances like Health & Safety. • Confident in learning and using digital systems and tools.
SKILLS & ABILITIES	• Time Management: Able to demonstrate effective time-management skills and to take responsibility for prioritising workload and tasks. • Customer Service: Able to demonstrate a commitment to excellent customer service. • Teamwork: Able to work collaboratively with others, both as part of a team and across different departments. • Inclusivity: Capable of understanding and meeting the needs of diverse individuals and groups • Problem Solving: able to spot issues and opportunities and apply creative solutions to challenges. • Adaptability: in an ever-changing workplace, being open to new ideas and not being afraid to try them out.
VALUES & BEHAVIOURS	• A demonstrable commitment to our values. • Shares a genuine interest in working in a democratic, student-led environment and championing student leadership. • Demonstrates a commitment to equality, diversity and inclusion.