



JOB DESCRIPTION

Job Title:	Volunteering Hub Assistant
Department / Unit:	Careers Service, Student and Academic Services
Job type	Professional Services Part time, term time.
Grade:	3
Accountable to:	Volunteering Coordinator
Accountable for:	n/a
Purpose of the Post	
<p>The Careers Service at Royal Holloway is responsible for delivering a wide range of employability services to all students and recent graduates to improve graduate destinations. The new University Strategy re-emphasises the importance of employability and graduate outcomes and confirms the Careers Service as a core team.</p> <p>Royal Holloway Volunteering is an award-winning service within the Careers department that supports amazing community opportunities for students to explore and engage with. The 5 streams of activity are Community Action, Social Action, Community Research, Volunteering Abroad, and Sports Volunteering.</p> <p>The post holder will be the forefront of Royal Holloway Volunteering's on campus presence, interacting with students in a frontline capacity in the Volunteering Hub. Additionally, the post holder will support Royal Holloway Volunteering's communications, specifically managing the team's social media presence and creating digital content to advertise volunteering activities and events.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Staffing the front desk of the Volunteering Hub, welcoming and taking enquiries from students, staff, and other visitors. Additionally, ensuring that the resources, digital and physical boards in the hub space are up-to-date. 2. Managing Royal Holloway Volunteering's Social Media presence (including Instagram, Facebook, Tik-Tok and Twitter) and contributing to weekly newsletter updates. 3. Supporting Royal Holloway Volunteering events and initiatives such as #iwill week, Make a Difference Day, Great British Spring Clean, Student Volunteering Week and Volunteers' Week. 	

<ol style="list-style-type: none"> 4. Supporting flagship Royal Holloway Volunteering events such as the Festival of Volunteering and Volunteer Awards. 5. Utilising the Team Kinetic online management system to update communications, support promotion of opportunities, and gather feedback from students. 6. Supporting student leaders with the promotion, recruitment and activities of the Royal Holloway Volunteering Response Team. 7. Designing engaging content to advertise volunteering initiatives and events.
Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <ul style="list-style-type: none"> • Colleagues from Student & Academic Services • Students' Union • External networks and contacts

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Volunteering Hub Assistant

Department: Careers

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Current student at Royal Holloway, University of London	X		Application
Understanding of the student experience and opportunities available for Royal Holloway Students, including volunteering	X		Application/ Interview
Skills and Abilities			
Ability to use own initiative to proactively pursue projects	X		Interview
Proficient in Microsoft Office programmes (Outlook, Word, Publisher, Excel, PowerPoint)	X		Interview
Effective communicator both verbally and in writing	X		Interview
Understanding of the promotional uses of social media (e.g. Instagram, Facebook, Twitter)	X		Interview

Proficiency in social media management systems (e.g. Hootsuite)		X	Interview
Proficiency in content design programmes (e.g. Adobe Photoshop, Premier Pro, Canva)		X	Application
Experience			
Experience of volunteering	X		Interview
Experience of working in a public/customer-facing role and answering queries		X	Interview
Experience of organising displays and managing a public facing space		X	Application/interview
Experience of supporting events		X	Application/ Interview
Previous involvement in Royal Holloway Volunteering programmes		X	Interview
Previous involvement in Royal Holloway Students' Union clubs and societies		X	Interview
Other requirements			
Ability to work occasional early evening & weekend events.		X	Interview