**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Volunteering Hub Assistant</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Careers Service, Student and Academic Services</td>
</tr>
<tr>
<td>Job type</td>
<td>Casual, Fixed-Term</td>
</tr>
<tr>
<td>Grade:</td>
<td>RHUL 3</td>
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<tr>
<td>Accountable to:</td>
<td>Volunteering Coordinator</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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**Purpose of the Post**

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 College Strategy re-emphasises the importance of employability and graduate outcomes, and confirms the Careers Service as a core team.

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.

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.

**Key Tasks**

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.
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**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues from Student & Academic Services
- Students’ Union
- External networks and contacts