

## JOB DESCRIPTION

<b>JOB TITLE</b>	Insight Assistant
<b>SALARY</b>	£10.18 per hour. With effect from 1 <sup>st</sup> April £11.44 Over 23, £10.18 per hour. With effect from 1 <sup>st</sup> April £11.44
<b>LOCATION</b>	College Lane and de Havilland Student Union Office
<b>HOURS</b>	Zero Hours Contract 12-15 hours available per week to whole Insight student staff team (shifts running anytime between 10:00-16:00, Mon-Fri, Term-time only)

### **Main Purpose of Job:**

This role is perfect for someone who is passionate about gathering insight to drive change and improve the student experience. The main purpose of the role is to support the Herts SU Insight Team, increasing data collection by engaging with students, undertaking outreach activities, and undertaking data analysis whenever necessary.

### **Main Duties and Responsibilities:**

- To undertake outreach activities (such as running stalls or attending SU events) to drive data collection for current insight projects.
- To promote research and engagement opportunities with the wider student body.
- To conduct surveys, focus groups, interviews and other research activities related to Herts SU Insight projects.
- Wherever necessary, to provide support with the analysis of data – and presenting findings in a suitable format for the intended audience.
- To communicate outcomes from research activities to both the Union and the membership.
- To ensure that research and engagement projects are inclusive and accessible to all students.
- To ensure that resources are well maintained when in use and stored securely following the sign-out procedure.
- Any other appropriate tasks as assigned by your line manager

## Person Specification

### Insight Assistant

SELECTION CRITERIA	REQUIREMENTS	ESSENTIAL OR DESIRABLE
Knowledge & Skills	Strong written and verbal communication skills Excellent interpersonal and empathic listening skills Proficiency in Outlook, Microsoft Word, and Excel Sensitive to people from a variety of backgrounds, cultures and religions Calm under pressure Knowledge of UH student administrative and wellbeing services Interest and enthusiasm for Students' Union services and events Ability to motivate & enthuse others. Ability to prioritise workload and manage own time. Excellent organisational skills Basic numerical skills Able to demonstrate an understanding of customer care and service. General understanding of Hertfordshire Students' Union and its services Data analysis skills (particularly using SurveyMonkey or Excel)	E E E E E E E E E E E E E D
Experience	Experience of working in a similar role Experience of data analysis (particularly using SurveyMonkey or Excel) Experience of self-organisation Experience of working in a team	D D E E
Special Requirements	Flexible approach to working hours.	E
Other	Highly motivated, outgoing & enthusiastic Smart, clean and tidy in appearance Projects a friendly, happy, helpful nature Commitment to high standards of work and customer service	E E E E

This job description is intended as a guide to the duties required and is not exhaustive.