



Student Check-ins Call Supervisor Recruitment Pack Term 1 2023/2024

Welcome

Thank you for your interest in becoming a part of our Student Check-ins Caller team, University of London Students' Union (the Union). This pack contains an overview of the Union, the role and information on how you can apply. There are currently two vacancies for Student Check-ins Caller and Student Check-ins Call Supervisor (this pack).

Every City student is a member of the Union by default. That makes the Union the representative body for over 20,000 members. We're run by students, for students, and provide support, representation, advice, and activities for our student body regardless of circumstance.

We're governed by a board of eleven Trustees, who work alongside our Students' Union Officers, staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has been through a period of massive revitalisation with the recruitment of new staff, increased funding, and the launch of a new strategic plan in August 2023 where we set a clear purpose to 'Make Every Day Better'.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



Akanksha Kumar

President and Chair of the Board of Trustees
2023/24



Philip Gilks

Chief Executive

About Us

With a rich history spanning over 125 years, City, University of London Students' Union is the primary organisation representing the views of almost 20,000 students at City, University of London to the institution and beyond.

With three Full-Time Student Officers, a team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus tasked with improving and delivering the best Student Experience. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Communities and Events Team. The Union also runs an online store which sells a range of products, including ethically sourced University branding clothing, merchandise and stationery.

The Union is striving to develop as an organisation and has recently enlarged its physical footprint, we're well on our way to transforming community at City, University of London.



Make Every Day Better | City Students' Union Strategy 2023-2026

Our new and ambitious strategy sets a clear direction, with an increased focus on a tailored student experience and one that recognises the different barriers and challenges facing City students. For more information on the Union strategy, visit www.citystudents.co.uk.

Our Purpose

Make Every Day Better

The Values We Live By

We Listen, We Learn, We Lead

The Way We Act

Evidence-led

We will be insight driven and will prioritise developing a strong evidence base when making key strategic decisions.

Open to change

We change and adapt with our student body, always questioning our work to make sure we are delivering. We thrive on finding innovative solutions to add value to the experience at City.

Not fearing failure

We try new things in the knowledge that not everything will work first time. What matters is learning from our experience and constantly seeking to improve.

Striving for equity and sustainability

We recognise that we do not all start from the same place and must acknowledge and adjust imbalances to achieve our ambition of equity, while also working towards the UN Sustainable Development Goals.

A welcoming experience

Whatever or wherever the touchpoint we will provide a welcoming and high-quality union, making a positive impact across City.

The Promises We Make

Promise 1: Creating Community

'Creating a thriving community where every student feels they belong.'

Promise 2: Delivering Change

'Delivering the changes students want to see to improve their everyday lives at City.'

Promise 3: Providing Support

'Providing high quality and easily accessible support whilst at City and beyond.'

About the Student Check-In calls

City Students' Union are committed to improve your health, happiness and community and the Student Check-Ins is one part of how we intend to do this. This project aims to check in on students as they go into Term 1 as well as welcome new students to City. On these calls we are ensuring students have everything they might need as they progress into Term 1.

Additionally, these Student Check-Ins are to ensure you are aware of services and support available. The project ran successfully last year contacting approximately 1000 students and the Union hopes to build on this success by contacting all City students.

The aim is that through these calls, we are taking a proactive approach to supporting students and by focusing on student-to-student interaction we hope to build a stronger community where we all have each other's back and are confident in accessing services when we need to.

We are recruiting around 25 student staff members including 2 student Check-Ins Call Supervisors to support in administering the Student Check-Ins across the 2 weeks during October-November 2023. The student staff will be mainly engaging with students over the phone from our bespoke Check-ins call centre on campus. This key project will bring students and student union closer together as well as improve student awareness of support services and tool available to them while at City University.

This role works on site at City University and would begin from Monday 23rd October to Friday 3rd October. Hours can be flexible and days can be variable in this period, we ask that you should have availability for approximately 18 hours per week that will be split across both Supervisor roles. If you are unable to commit to 18 hours per week for this role, we will be happy to discuss your availability.

Who Are We Looking For?

At City SU We have several exciting short-term roles coming up supporting our Student Check-Ins project during the start of term. These are perfect for people looking to gain experience in an outreach and customer service role. This experience will help you stand out from the crowd by providing you with hands on experience in a dynamic working environment where you will be supervising the Check-ins caller team in successfully carrying out calls.

We are looking for a dedicated, supportive Check-in Calls Supervisor who can motivate and drive our team of callers as they field calls to City students. The post will assist the Union in the training process, ensuring that every student caller is well prepared for their role. Following training they will support our callers by monitoring progress, ensuring they understand and meet the set expectation, answering their questions and providing the team

with ongoing coaching and inspiration. For this role we are looking for someone with previous call centre experience, either with the Union or externally, some knowledge of City University and Students' Union will also be useful. This post will work closely with our Insight Coordinator and the other Check-ins Call Supervisor, and we will fully train and support both candidates for the role. These roles will require you to lead and motivate a small team to engage with new and returning students, by phone, ensuring they are all ready to start Term 1.

These roles will require you to work in a team to engage with new and returning students, by phone, ensuring they are all ready to start Term 1. This role will run over two weeks, plus a training morning and will be based on the main City campus (Northampton Square).

All candidates must be able to work shifts across these dates:

Training will take place in the week commencing 16th October 2023.

Check-in calls will take place Monday 23rd October – Friday 3rd November.

Role Description

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| Job post: | Student Check-ins Supervisor |
| Department: | City, University of London Students' Union |
| Pay: | £15.81 per hour (+ £1.91 holiday pay inclusive) |
| Number of vacancies: | 2 Student Supervisor roles |
| Tenure: | Shift work over a two-week period + training morning |
| Responsible to: | Tamanna Rashid, Insight Coordinator |

Job Purpose

Working to support and motivate our team of Student Check-in Callers to call students on the phone as part of the Union's Student Check-Ins during Term 1 2023/24.

Principal Accountabilities

Supervise the Team

- Assist the training and preparation of the Check-in Callers to phone and respond to student issues and questions.
- Ensure Check-in Callers understand the project objectives, performance standards and rules.
- Assist and answer Check-in Callers queries regarding best practice or difficult calls.
- Identify issues to the Union as soon as they arise.
- Monitor Check-in Caller performance and report back as needed.
- Work with Union management to support Student Check-In callers and maximise customer satisfaction. Check-In Calls

Check-in Calls

- Attend all relevant training to prepare you for the role.
- Work in the call centre team to administer telephone Student Check-Ins.
- Provide face-to-face Student Check-Ins on-campus.
- Work with Students' Union staff to escalate student queries appropriately.
- Complete data capture requirements accurately.
- To follow all relevant General Data Protection Regulations (GDPRs).
- To do basic administrative tasks on behalf of the Union.
- Other tasks as deemed appropriate for the role.

Candidate Specification

Knowledge and Experience

Essential

- Current student studying OR recent graduate of City, University of London.
- Call centre or supervisory experience.
- Excellent customer service skills.
- Confidence in making calls and communicating by phone.
- Basic IT, numeracy, and literacy skills.

Desirable

- Understanding of University and Union support services.

Skills and Abilities:

- Proficiency with technology, especially computers and phone systems.
- Excellent verbal and written communication skills.
- Ability to problem solve.
- Ability to remain calm under pressure and navigate tense situations.
- Ability to motivate a team to work to set targets.
- Good attention to detail.
- Confident in leading conversations over the phone.

Personal Qualities:

Essential

- Content working within a fast-paced team environment.
- Comfortable attending in-person sessions.
- Positive attitude to supporting students.
- Excellent time management.
- Keen to provide a warm welcome to students at City, University of London.

How to Apply

Applications Close: Monday 2nd October 2023, 12am

Interview Date: week commencing 9th October

Information Required

Submit a cover letter (no longer than one side of A4 and CV).

Interviews will take place in person. Interview- Date: week commencing 9th October.

<https://www.citystudents.co.uk/about-us/workforus/studentjobs/>

If you have any questions regarding the role, please email Tamanna.Rashid.2@city.ac.uk.

