



Student Helper

Salary: Hourly Rate £12.53

Contract Type: 0 Hours
Hours: Part Time
Location: Ormskirk

Accountable to: Student Life Manager Student

Reporting to: Life Officers/FM Supervisors













About the Department

Student Services play a crucial role in ensuring that students have an enriching and fulfilling experience during their course of study, The Student Life team sit within Student Services and play a large part in organising Welcome Weekend and Induction Week at the start of term.

The remit of the department is to support students with many of the aspects of student life that impact on their studies and student experience. This includes provision of wellbeing and counselling; inclusion and disability support; financial support and money advice; student induction, activities and opportunities; student support and continuation of studies; multi faith and community; and support for disadvantaged groups such as care experienced students. The department supports all students including undergraduate and postgraduate, full and part time, apprentices and trainees, and home and international with a particular focus on ensuring all students receive a multi-cultural and internationalised experience.

About the Role

At the heart of everything that the Student Life Team is a passion for their mission which is to ensure that all students truly feel like they belong at Edge Hill. The role of our Student Helpers at the start of term is to help provide a very warm welcome to Edge Hill we are seeking to appoint a group of Student Helpers to work on Welcome Weekend – Saturday 27and Sunday 28 September 2025 and potentially the week after.

The main responsibilities of the Student Helper are to be a friendly face to meet and greet new students and their families and supporters, direct them to the appropriate halls and buildings, and to help students transport their belongings to their rooms, answering any questions along the way. Please note that this role is physically demanding. Helpers need to be able to carry belongings upstairs, on and off buggies, and be on their feet all day. While we strive to make the experience enjoyable and fun for everyone involved, physical strength is essential. Additionally, mandatory heavy lifting training will be provided to ensure safety and efficiency.

The role is primarily focused on engaging and connecting face to face with our new students but also involves positively interacting with staff, visitors and stakeholders. Therefore, you must be confident in being a recognised point of contact and you should feel comfortable in approaching and talking to a broad range of individuals. You should also understand the importance of creating an exceptional student experience and you should have a high degree of empathy for others. You should thrive in an environment where you can learn and apply a variety of new skills and should have a positive 'can do' attitude to work.













Duties and Responsibilities

- 1. To provide excellent customer care throughout the Welcome experience and ensure all visitors (prospective undergraduates and their parents/supporters) have the best possible experience
- 2. Assist students with transporting their belongings, including carrying items upstairs and on and off buggies, ensuring a smooth and efficient move-in process
- 3. To ensure, if applicable, your designated Halls of Residence (including shared facilities) are in an acceptable and presentable condition
- 4. To answer student and visitors' questions in a friendly and helpful manner
- 5. Act as an ambassador for Edge Hill, representing the University to give a positive impression of the university and student life
- 6. Uphold professional standards and accurately monitor and evaluate activity in line with departmental procedures and practices
- 7. Attend and contribute to essential training, this should include providing feedback, sharing your ideas and helping to troubleshoot challenges

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers













Eligibility

Candidates should note that they will be assessed based on their ability demonstrate that they meet the criteria outlined in the Person Specification below













Please note that candidates will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment: Expression of Interest (EOI), Applicant Day (AD)

Application Criteria:		Essential	Desirable	Method of assessment (A/S/I)				
Qualifications								
1.	Current student at Edge Hill University	*		EOI/ RD				
Exp	Experience and Knowledge							
2.	Experience of customer experience	*		RD				
3.	Knowledge of Student Life and the other services available within Student Services		*	RD				
Abilities and Skills								
4.	Strong ability to inspire and motivate people from a range of backgrounds	*		RD				
5.	Excellent communication skills	*		RD				
6.	Ability to work on own initiative and as part of a team	*		RD				
7.	Good time management and organisational skills	*		RD				
8.	Ability to work under pressure and problem solve	*		RD				
9.	Ability to uphold professional standards	*		RD				
10.	Understanding of the importance around maintaining confidentiality; data protection legislation; and how both can be implemented in practice	*		RD				













Personal Qualities					
11.	A naturally positive, solution focused attitude to resolving 'everyday' variable challenges in a customer focused Environment	*		RD	
12.	Willingness to operate flexibly to meet business needs	*		RD	













How to Apply

Simply book your place on the **Campus Connector and Student Helper Recruitment Day** via the Student Life Portal and attend the Recruitment Day on May 20th. There is no written application for this vacancy and bookings for the Recruitment Day close at 9am on May 6th.

Upon booking you will receive confirmation of your place on the Recruitment Day. We will contact you by email following the Recruitment Day to let you know the outcome. We try our best to inform all applicants within two working weeks of the outcome.

Campus Connector and Student Helper Recruitment Day > Shortlisting > Outcome

Please note that you need to be available for the following if you are interested in this role:

- Campus Connector and Student Helper Recruitment Day: Tuesday 20 May 2025 from 9am-1pm
- Online Student Helper Training: 2 hour online training (Week commencing Sept 15th)
- Welcome Weekend: Saturday 27 September and Sunday 28 September 2025

For informal enquiries about this vacancy you may wish to contact the Student Life Team at: studentlife@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.









