



Job Description and Person Specification

Summary

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|-------------------|--|
| Job title: | Student Helper |
| Area: | Facilities Management |
| Grade and Salary: | Casual rate = £12.85 per hour |
| Contract Type: | 0 hours |
| Hours: | Part Time |
| Location: | Campus based role. Ormskirk, Lancashire, L39 4QP |
| Accountable to: | Accommodation Manager |
| Reporting to: | Systems and Business Improvement Manager |

About the Role

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: adhere to all University policies and procedures; complete all mandatory training and induction

modules, including Equity, Diversity & Inclusion and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

| Criteria | Essential or Desirable Criteria | Method of Assessment |
|---|---------------------------------|----------------------|
| Current student at Edge Hill University | Essential | EOI/ Interview |

Experience and Knowledge

| Criteria | Essential or Desirable Criteria | Method of Assessment |
|--|---------------------------------|----------------------|
| Experience of customer experience | Essential | Interview |
| Knowledge of Student Life and the other services available within Student Services | Desirable | Interview |

Abilities and Skills

| Criteria | Essential or Desirable Criteria | Method of Assessment |
|---|---------------------------------|----------------------|
| Strong ability to inspire and motivate people from a range of backgrounds | Essential | Interview |
| Excellent communication skills | Essential | Interview |
| Ability to work on own initiative and as part of a team | Essential | Interview |
| Good time management and organisational skills | Essential | Interview |
| Ability to work under pressure and problem solve | Essential | Interview |
| Ability to uphold professional standards | Essential | Interview |

| Criteria | Essential or Desirable Criteria | Method of Assessment |
|--|---------------------------------|----------------------|
| Understanding of the importance around maintaining confidentiality; data protection legislation; and how both can be implemented in practice | Essential | Interview |

Personal Qualities

| Criteria | Essential or Desirable Criteria | Method of Assessment |
|---|---------------------------------|----------------------|
| A naturally positive, solution focused attitude to resolving 'everyday' variable challenges in a customer focused Environment | Essential | Interview |
| Willingness to operate flexibly to meet business needs | Essential | Interview |

Candidate Guidance and How to Apply

The expression of interest form will close for this role on **Monday 4 May 2026 at 5pm**. Following the form closing, we will review the information provided and invite selected students to attend an online recruitment session.

w/c 11th May – Online interviews take place; students will have self-selected an available slot to attend through the expression of interest form.

w/c 18th May – Notification to all candidates is expected of the outcome. Students must confirm that they accept the position.

Please note that Welcome Weekend will take place on **19 and 20 September 2026**.

Students who are successful following the formal recruitment process will be required to work both days, from **9am–4pm**. (Please be aware that finish times may vary; any changes will be communicated in advance where possible.)

Please note that you need to be available for the following if you are interested in this role: **w/c 31st August** – One-hour online mandatory training. This will be paid time for training.

For informal enquiries about this vacancy please email welcomeweekend@edgehill.ac.uk.