

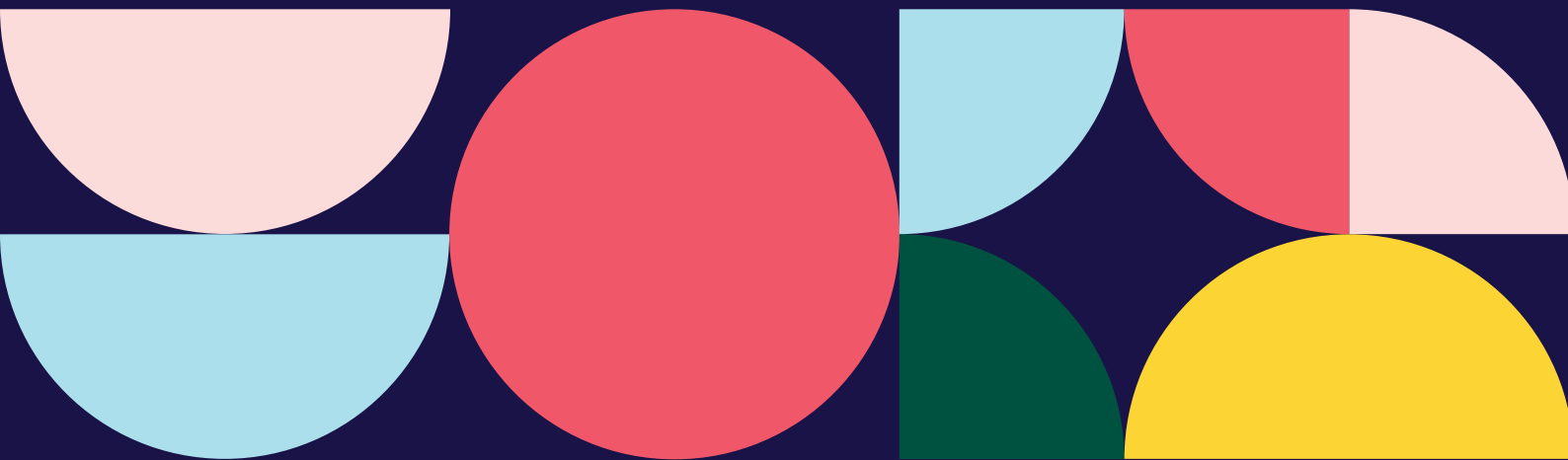
We're Hiring!

Information for Applicants

Student Staff - Lettings Assistant



Bristol SU





Welcome

We're looking for current students to join the Bristol SU for occasional work on a casual basis, and we're really excited that you're interested in coming to work at Bristol Students' Union, we'd love to hear from you!

Part business, part charity, part membership body – Bristol SU is a seriously fun place to work. Our professional staff do something extraordinary every day: we support student leaders to give people a voice in their education, help people get the most out of their student experience and make the change they want in the world. No wonder 93% of our employees would recommend us as a great place to work.

About Us

The University of Bristol Students' Union is a membership organisation democratically led by students, for students. We represent over 26,000 student members and work to make sure that you get the best from time at university by providing over 400 clubs, societies and networks, offering free support services and academic advice and representing students on the issues that matter to you.

Our vision: The best student life

Students drive and are at the heart of everything we do:

- We are the collective voice of University of Bristol students
- We support activities, so students can try new things and develop skills
- We advise, support and empower students to make change
- We are a vibrant social hub
- We provide quality services for the benefit of students





Working at Bristol SU

This is a great opportunity to build experience alongside your studies and develop your portfolio. Our Student Staff roles here at the SU are all flexible and shifts are allocated based on the needs of the organisation and your own availability to work, so will fit perfectly around your studies!

We are a Living Wage accredited organisation. We offer the flexibility for work-study balance. What's more, you will get 20 days of paid annual leave plus 8 bank holidays, pro-rata depending on your hours worked. Also, if you're eligible you can opt-in to our contributory pension scheme. Working at Bristol SU will give you access to a range of opportunities including the chance to shadow members of staff to learn more about what they do as well as training opportunities.

Bristol SU has been recognised through numerous accreditations and awards including Investors in People, Investors in Diversity, the Workplace Wellbeing Charter and more. No wonder 91% of our staff feel we have strong values and ethics!

Diversity & Inclusion

"Be yourself, be proud of the work you do and build a career in a place that knows that different is good."

Diversity and Inclusion at Bristol SU

Equality, diversity and inclusion are central to life at Bristol SU. We approach our work with positivity and celebrate our diverse and unique communities. Our people are proud of our values and care about creating diverse and supportive communities that are inclusive of age, disability, gender identity, race, religion, sexual orientation and experience.





Guaranteed Interview Scheme for People of Colour

We recognise that people of colour may face additional barriers throughout their careers and when applying for new roles across the sector. We are committed to taking positive action to expand the diversity of our staff team by offering a guaranteed interview scheme for people of colour.

If you meet the minimum criteria for a role (at least 80% of the 'essential' criteria in the person specification) and are a person of colour, you'll be guaranteed an interview.

It is important to note that this scheme guarantees an interview for people of colour who meet the minimum criteria and tell us that they'd like to be considered under the scheme. The selection decision at the interview will be based on the most suitable candidate, regardless of any protected characteristic.

Awards

We have appeared in the Inclusive Companies top 100 list, and have won a number of awards for our commitment to diversity, including best Students' Union. We also won a Third Sector Excellence Award at the 2018 Investors in People Awards.

About the Role

Lettings Assistant – Bristol SU Lettings

Job Title	Lettings Assistant
Working Hours	Various shifts typically Monday- Friday between 9am-5pm. Occasional weekend shifts available. zero-hours contract
Salary Range	£12 rate per hour plus holiday pay
Contract	Fixed Term from 1st August 24- End July 25
Reports to	Reports to Emily Carter

Purpose of the Role

Join our dynamic team at Bristol SU Lettings as a Part-Time Lettings Assistant! Based in our office on Tyndall Avenue, you will be the first point of contact for students seeking accommodation. Your responsibilities will include reception duties, answering calls, responding to general email inquiries, and occasionally conducting property viewings. You will also handle property administration tasks, such as adding properties and tenancies to our software, alongside general administrative duties. We are looking for a friendly, outgoing individual who is eager to help students with their property search and contribute to our vibrant office environment. If you have excellent communication skills and a passion for providing top-notch service, we want to hear from you!

Main Duties and Responsibilities

- Greet and assist students and visitors at our Tyndall Avenue office.
- Answer incoming calls and address general inquiries.
- Respond to email inquiries promptly and professionally.
- Conduct occasional property viewings with prospective tenants.
- Add new properties and manage tenancies in our property management software.
- Perform general administrative tasks, including filing, data entry, and document management.
- Assist students with their property searches, providing information and guidance.
- Coordinate with landlords and tenants to facilitate smooth lettings processes.
- Maintain up-to-date records of properties, tenants, and transactions.
- Support the team with any additional duties as required to ensure efficient office operations



About You

Student Staff – Person Specification

Key

E = Essential criteria

A = Assessed in the application form

D = Desirable criteria

I = Assessed at interview

Priority

Assessed

Knowledge & Experience

1 Knowledge and Interest in the property market	D	I
2 Proficiency in outlook	E	I
3 Experience in a customer facing environment	D	A
4 Passion for helping others	E	I
5 Knowledge of basic housing law	D	A
6	E	A / I
7	E	A / I

Skills & Abilities

1 Strong Communication skills both written and verbal	E	I
2 Friendly and outgoing personality with positive attitude	E	I
3 Ability to multi task and manage time effectively	E	I
4 Strong organisational skills and attention to details	E	A
5 Ability to work in a busy environment	E	I
6	E	A / I
7	E	A / I

Values & Behaviours

A demonstrable commitment to our organisation's values	E	I
A commitment to and understanding of equality, diversity and inclusion	E	I
Comfortable working in a democratic, student-led environment with the ability to empower and build effective relationships with elected officers	E	I

If you think you have what it takes to be our next <ROLE>, but aren't sure you meet every point on the person specification, please still get in touch with the recruiting manager. We'd love to have a chat and see if you could help us to achieve great things for our SU and its members.



How to Apply

Application Timeline

- Closing Date: 31 July 2024
- First Stage Interviews: Flexible

To apply, please submit your application via our online recruitment portal, accessible via the jobs page on our website.

You will need to provide an up-to-date copy of your CV, and answer the following questions:

1. What date would you be available to start?
2. What days/hours would you typically be available to work?
3. Would you be available to work at the start of term over welcome week?

Remember you don't have to have work experience to have the skills or knowledge to do a great job. We are interested in your potential, so encourage you to use examples from outside of work too when answering the questions.

We recommend that you prepare your answers in advance in a separate document where possible, to avoid losing your responses before you submit them in the portal.

Please note:

- We will contact you to let you know the outcome of your application.
- You must be able to provide proof of your right to work in the UK - and you must provide this proof before starting work with us.
- Applications received after the above closing date will not be considered.

Informal enquiries:

For an informal chat and to find out more about the role, please contact the recruiting manager:
emily.carter@bristol.ac.uk

Impostor Syndrome

Impostor syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative or talented as we may seem. It often strikes when applying for a job, and has long been thought to disproportionately affect women and people from marginalised backgrounds. If you recognise feelings of impostor syndrome during your job search, [you'll find some useful tips to help overcome it here.](#)



