Congratulations on Your New Job!

Welcome to the staff team at Sheffield Students’ Union. Congratulations for being successful in securing a job at the top SU in the UK. This pack is to help you make the most of working here - to enjoy your role and contribute to the organisation as much as you can. Sheffield Students’ Union is run by students FOR students and we truly value your views and ideas.

‘Boost your Employability’ is designed to help you find exciting extra-curricular opportunities during your time in Sheffield and also to make you aware of the fantastic skills you are developing and the incredible person you are becoming. You’ll find case studies of other students who have won awards and risen to leadership positions from starting in a casual job – just like you.

We wish you all the best in your career.

Jaki Booth, Chief Executive
Dom Trendall, President

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SECTION 1 – BOOST YOUR EMPLOYABILITY

How to Use this Induction Pack:
This induction pack has been designed for student staff to improve your employability (that is getting a job and being successful in it) both at the Students’ Union and beyond. If you are not sure in what direction you are headed post-graduation, have a look at our Career Management section (p. 3-5) where you will also find details of lots of activities you can get involved in. This is linked to the Boost your Employability website: (http://sheffieldsu.com/employability)

It is important to start recording your skills, training and experiences. You will find a Reflection Log in the pack (p. 6-8). Why not start straight away by recording any induction training you have had? Or do the compulsory fire training and record that too. This online course can be found at: https://hs.shef.ac.uk/

Discover what other student staff have achieved by reading the case studies within the pack. See the global awareness section (p. 11-12) for tips to increase the skills that employers are looking for in the increasingly multinational workplace. This also includes a link to a booklet for international students who want to work in the UK.

Finally, there is the Official Bit which gives you an insight into the Students’ Union’s Organisational Structure, Strategy and Staff Behaviours. It is key that you have an awareness of these in order to be more successful in your work and also so that you can help drive change and keep improving the business.

“I would strongly urge student staff to make the most of their roles, and to realise the potential that being staff at the top students union in the country affords.”
Student Staff Member, 2015

“Look Past the Job...”
Grant Harris, cleaning manager at Sheffield Students’ Union and manager to 40 staff explains how a casual cleaning job can get the attention of employers:

“Your job title is irrelevant. It’s what you get out of it that matters. Skills can be learned and you can be trained to do tasks so the job itself isn’t always important.

Our cleaning staff learn valuable skills which they can easily demonstrate at interviews. Getting up for work at 5am every day is not easy! From this, you learn time management, prioritising your workload, reliability and resilience. Due to working with other people, you develop your teamwork and communication skills, particularly as you will be working with people from very different backgrounds and cultures.”
Manage Your Career

Want to use your time at University to become more employable but don’t know where to start?

First things first – think about what types of jobs interest you. Consider if you would prefer to carry on studying instead. And also think about what skills you already have and would like to develop.

What jobs are out there?
Browse the Prospects website to find out more about different types of jobs. Read case studies of how people got into their roles.
http://www.prospects.ac.uk/types_of_jobs.htm

What can I do with my degree?
Not sure what graduates with your degree go on to do? Browse real case studies written by Sheffield graduates.

What about further study?
If you are thinking about a vocational course e.g. nursing, studying for a Master’s degree or a PhD, visit the Further Study web pages:
https://www.sheffield.ac.uk/careers/explore/study

What do you love?
Windmills is an online programme that helps you picture what kind of life and work you want. Its aim is to equip you with the skills you need to realise your potential.
http://www.windmillsonline.co.uk/

Now things are a bit clearer in your mind, try this simple career management process:

Get Involved → Record Evidence → Articulate it!

Step 1: Get Involved
The Students’ Union’s employability website is split into six sections, each linked to a wealth of inspiring and interesting opportunities to use and develop your skills further – and make friends – and have fun!
http://sheffieldsu.com/employability

- Use your Careers Service
For careers advice, jobs, placements, work experience, meeting employers, finding e-mentors and improving your CV and application forms.
• **Get Involved**
  With 4,000 leadership positions, 3,500 community volunteering opportunities and much more, the Students’ Union can support you with and accredit thousands of opportunities through your HEAR (Higher Education Achievement Record) – see Step 2 below.

• **Find Jobs, Work Experience and Placements**
  For casual work, placements, graduate jobs, work experience, e-mentoring and jobs in the Students’ Union.

  If you feel like you need more work experience, try a single bitesize (3-4 hours) taster with a University or Students’ Union department: [http://www.sheffield.ac.uk/careers/skills/tasteofwork](http://www.sheffield.ac.uk/careers/skills/tasteofwork)

• **Take Some Training**
  Improve your study and academic skills at the 301 Student Skills Development Centre, take a MOOC (Massive Open Online Course), learn a language or enrol in a *Give it a Go* course.

• **Be an Entrepreneur**
  Make your ideas happen with *University of Sheffield Enterprise (USE)*, the *Sheffield Entrepreneurs* society or the social enterprise group *Enactus*.

• **Go Global**
  Don’t forget the value employers place on speaking languages! Discover how to gain global awareness through studying, working, teaching or volunteering abroad.

  For all the above and more…. [http://sheffieldsu.com/employability](http://sheffieldsu.com/employability)

**Careers Management Skills Module (CAS 201)**
CAS 201 is a 20 credit module, which is open to all level 2 undergraduate students whose course permits the choice of a free elective module. [http://www.sheffield.ac.uk/careers/students/cms](http://www.sheffield.ac.uk/careers/students/cms)

**Step 2: Record Evidence**

**Reflection Log**
There is a Reflection Log on our employability website which you can use to record all the training you have done and the skills you are gaining. You may be able to use it to gain feedback from your manager. There is a copy in this pack (p. 6-8) and it is available to download: [http://sheffieldsu.com/employability](http://sheffieldsu.com/employability)

**HEAR (Higher Education Achievement Report)**
The University has issued all undergraduates registered in 2012 or later with an electronic nationally-recognised record of all your academic and extra-curricular achievements. Over 200 activities, awards and prizes can be recorded in your HEAR. [http://su.sheffield.ac.uk/get-involved/hear-higher-education-achievement-report](http://su.sheffield.ac.uk/get-involved/hear-higher-education-achievement-report)

**Academic Skills Certificate**
Provides an opportunity for you to gain recognition for and reflect on attending academic skills workshops. [https://www.sheffield.ac.uk/ssid/301/asc](https://www.sheffield.ac.uk/ssid/301/asc)
Sheffield Graduate Award
This prestigious programme recognises valuable skills and experience gained at University outside of your degree course.
http://www.sheffield.ac.uk/thesheffieldgraduateaward

Step 3: Articulate it!
Once you have discovered what your skills and strengths are, participated in lots of activities and recorded them in your log, you will be able to reflect on what you have learnt. This reflection can be used as the basis for creating CVs, writing application forms and preparing interview questions.

Careers Service
The CVs, Covering Letters and Interviews section of the Careers Service website tells you all you need to know about written applications and personal statements, interviews, psychometric tests, assessment centres and social media – WOW!
http://www.sheffield.ac.uk/careers/students/gettingajob

To book an appointment with a careers adviser, call the Information Team:
0114 222 0910

Get Friendly with Employers…
Finally, don’t forget to find out as much as you can about jobs and industries. If you are given an opportunity to visit a workplace or meet an employer do it! Look out for the Careers Service Ask an Expert sessions in Semester 2.

Fancy an e-mentor in your chosen field? Sign up at:
http://www.sheffield.ac.uk/careers/explore/ementoring

Whenever you get a chance, ask people how they got their job, what it is like and what tips they would give you.

“Working at Sheffield Students’ Union is the most valuable and amazing experience I have gained at University. As an international student, I didn't experience any difficulties when applying for a job as the SU welcomes all students. The experience and skills I gained from working in the SU have definitely boosted my employability, as I can now confidently go into an interview and tell the interviewer how much amazing stuff I have done.”
International Student and former Marketing Student Staff Member, 2015
Skills and Experience Reflection Log

Sheffield Students’ Union supports all student employees by providing the opportunity to gain new skills and experience. This Reflection log has been developed to help you record these experiences and support you in gaining employment after you graduate. By maintaining it, you have started gathering the information you require for completing application forms, creating a CV and preparing interview answers. You may also want to meet with your manager to get their feedback on your performance. See Power Words (p. 9) to start using the active language favoured by recruiters.

1. Complete the skills review table below. This will help you to reflect on and record what skills you have gained as a result of the activities/employment you have undertaken during your time at Sheffield Students’ Union (NB: You can add new skills yourself).

<table>
<thead>
<tr>
<th>Skill</th>
<th>On the job training</th>
<th>On the job experience</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Team working skills</td>
<td>Participated in a teamwork workshop with colleagues</td>
<td>Supported a new team member on their first day</td>
<td>Played in the Chemistry Departmental Football Team matches</td>
</tr>
<tr>
<td>Team working skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer service skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time management/ planning /</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>organising skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Decision making skills</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Skill | On the job training | On the job experience | Other
--- | --- | --- | ---
Problem solving skills |  |  |  
Commercial awareness |  |  |  
Negotiation skills |  |  |  
Leadership skills |  |  |  
Communication skills (verbal /written) |  |  |  

2. What development activities have you undertaken since starting your role at Sheffield Students’ Union? This should include any specific training courses, online training, certificated training or on the job training which includes being shown how to do something.
<table>
<thead>
<tr>
<th>Ref</th>
<th>Development activity/Training</th>
<th>Duration</th>
<th>Date undertaken</th>
<th>Skills developed/outcomes (examples)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Example: Health and Safety Awareness</td>
<td>1 hour</td>
<td>Sept 2014</td>
<td>Example: Understanding of the health and safety requirements of my role and the wider Students’ Union. Able to apply these when working with customers to ensure a safe working environment.</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
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<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. What plans do you have for future activities during your time at Sheffield Students’ Union?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Skills hoping to learn</th>
<th>Date to be undertaken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
</tr>
</tbody>
</table>

Useful Resources:
University of Sheffield Careers Service: [http://www.sheffield.ac.uk/careers](http://www.sheffield.ac.uk/careers)
Prospects: [http://www.prospects.ac.uk](http://www.prospects.ac.uk)
Windmills: [http://www.windmillsonline.co.uk/interactive/](http://www.windmillsonline.co.uk/interactive/)

Record Your Achievements:
HEAR: [http://su.sheffield.ac.uk/get-involved/hear-higher-education-achievement-report](http://su.sheffield.ac.uk/get-involved/hear-higher-education-achievement-report)
Skills for Work Certificate: [http://www.sheffield.ac.uk/careers/students/advice/sfwc](http://www.sheffield.ac.uk/careers/students/advice/sfwc)
Sheffield Graduate Award: [http://www.sheffield.ac.uk/thesheffieldgraduateaward](http://www.sheffield.ac.uk/thesheffieldgraduateaward)
Power Words

As you start filling in your reflection log, try using some of the power words below. These are the kinds of active words that recruiters like, demonstrating exactly what part you played in a situation. They also add variety to what you say and write – and are great fodder for application forms, CVs, personal statements and interviews.

e.g. “I showed some students how to make sandwiches” becomes... “I compiled and delivered training for 10 new catering staff”

<table>
<thead>
<tr>
<th>Accomplished</th>
<th>Devised</th>
<th>Interpreted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieved</td>
<td>Diagnosed</td>
<td>Interviewed</td>
</tr>
<tr>
<td>Adapted</td>
<td>Directed</td>
<td>Investigated</td>
</tr>
<tr>
<td>Administered</td>
<td>Discovered</td>
<td>Judged</td>
</tr>
<tr>
<td>Advanced</td>
<td>Displayed</td>
<td>Lead</td>
</tr>
<tr>
<td>Advised</td>
<td>Edited</td>
<td>Learned</td>
</tr>
<tr>
<td>Analysed</td>
<td>Effected</td>
<td>Listened</td>
</tr>
<tr>
<td>Appointed</td>
<td>Eliminated</td>
<td>Maintained</td>
</tr>
<tr>
<td>Approached</td>
<td>Empathised</td>
<td>Managed</td>
</tr>
<tr>
<td>Arranged</td>
<td>Empowered</td>
<td>Manipulated</td>
</tr>
<tr>
<td>Articulated</td>
<td>Enhanced</td>
<td>Mediated</td>
</tr>
<tr>
<td>Assembled</td>
<td>Ensured</td>
<td>Monitored</td>
</tr>
<tr>
<td>Assessed</td>
<td>Established</td>
<td>Motivated</td>
</tr>
<tr>
<td>Audited</td>
<td>Examined</td>
<td>Negotiated</td>
</tr>
<tr>
<td>Benefited</td>
<td>Exceeded</td>
<td>Operated</td>
</tr>
<tr>
<td>Budgeted</td>
<td>Excelled</td>
<td>Organised</td>
</tr>
<tr>
<td>Built</td>
<td>Experienced</td>
<td>Persuaded</td>
</tr>
<tr>
<td>Challenged</td>
<td>Explained</td>
<td>Piloted</td>
</tr>
<tr>
<td>Checked</td>
<td>Expressed</td>
<td>Planned</td>
</tr>
<tr>
<td>Co-ordinated</td>
<td>Extended</td>
<td>Processed</td>
</tr>
<tr>
<td>Coached</td>
<td>Forecasted</td>
<td>Promoted</td>
</tr>
<tr>
<td>Committed</td>
<td>Founded</td>
<td>Provided</td>
</tr>
<tr>
<td>Communicated</td>
<td>Fulfilled</td>
<td>Qualified</td>
</tr>
<tr>
<td>Compiled</td>
<td>Gained</td>
<td>Repaired</td>
</tr>
<tr>
<td>Completed</td>
<td>Gathered</td>
<td>Represented</td>
</tr>
<tr>
<td>Conducted</td>
<td>Guided</td>
<td>Researched</td>
</tr>
<tr>
<td>Consolidated</td>
<td>Handled</td>
<td>Resolved</td>
</tr>
<tr>
<td>Consulted</td>
<td>Helped</td>
<td>Restored</td>
</tr>
<tr>
<td>Contributed</td>
<td>Illustrated</td>
<td>Selected</td>
</tr>
<tr>
<td>Created</td>
<td>Implemented</td>
<td>Specialised</td>
</tr>
<tr>
<td>Cultivated</td>
<td>Improved</td>
<td>Studied</td>
</tr>
<tr>
<td>Debated</td>
<td>Improvised</td>
<td>Succeeded</td>
</tr>
<tr>
<td>Decided</td>
<td>Incentivised</td>
<td>Supported</td>
</tr>
<tr>
<td>Defined</td>
<td>Increased</td>
<td>Tested</td>
</tr>
<tr>
<td>Delivered</td>
<td>Influenced</td>
<td>Trained</td>
</tr>
<tr>
<td>Designed</td>
<td>Informed</td>
<td>Tutors</td>
</tr>
<tr>
<td>Detected</td>
<td>Inspected</td>
<td>Uncovered</td>
</tr>
<tr>
<td>Determined</td>
<td>Inspired</td>
<td>Upgraded</td>
</tr>
<tr>
<td>Developed</td>
<td>Instructed</td>
<td>Utilised</td>
</tr>
</tbody>
</table>
Case Studies

Can-Do Attitude
Hannah Gill, Masters student, had been working at Our Shop for two years before she was promoted to casual supervisor.

Hannah says: “In the first two years I made sure that I gained as much experience as I could to confidently run all the different daily tasks. Working as a casual supervisor alongside my Masters degree has given me the opportunity to gain a variety of extra skills and develop existing ones, such as: leadership and team management; decision making; prioritisation; multi-tasking; problem solving; resourcefulness and effective communication with staff, students and customers.

These are great to add to my CV and application forms. Employers recognise the transferability of the skills that working in the Students’ Union provides. My supervisors are really supportive and have ensured I have all the training I need to help me do my job to the very best of my ability. This includes: conflict management and resolution; health and safety; financial procedures and team management – all really valuable in the career I want to pursue.

Making a Difference
Congratulations to Andrei Roibu, undergraduate student, who was nominated for a SEOTY (see below) award for his work in Team ‘Give it a Go’.

Andrei says: “Being nominated for SEOTY came about as recognition of the efforts that Team Give it a Go made over the past year. I feel proud to be part of such a fantastic team and for being nominated together with my fellow students.

I have two casual jobs at the Students’ Union. I am an Assistant on the Welcome Desk, Box Office and the Activities Information Desk. I am also a Give it a Go Day Trip Host which involves guiding students to tourist destinations in the UK. The reason why I work for the SU is that it offers me the chance to work in an environment where I truly feel that I am making a difference whilst being flexible enough to fit round my degree.

The SU is a challenging environment to work in, especially considering that I am constantly engaging with a large number of people with very diverse issues. This has thought me valuable transferable skills in the areas of tackling problems, conflict management, socialising and networking, which will be vital in my future career as an aerospace engineer.”

The Student Employee of the Year (SEOTY) Awards
Aim to recognise and promote the outstanding contributions and achievements of students who combine part-time work with study. Look out for SEOTY 2017.
Nominations open in April and the awards ceremony takes place in July: (www.nases.org.uk/seoty)
Global Awareness

It’s time to think about becoming a **global** graduate. Global awareness is a skill highly prized by many employers. Apart from being able to speak other languages, it includes respecting diversity, having the cultural understanding and experience to perform well in multinational teams and being able to communicate with people from different backgrounds. With students at the University from 121 countries and with 56 national and 18 faith societies at the Students’ Union, there are plenty of opportunities to practise!

There are loads of **One World** opportunities at Sheffield Students’ Union to get involved with. For example:
- **Connect with people from all over the world** – through international events, volunteering and fundraising
- **Explore the world and experience new cultures** – study abroad and learn languages
- **Help build the One World brand** – become an ambassador or start a campaign

And guess what… there is even funding available for your ideas and campaigns! Visit: [http://su.sheffield.ac.uk/get-involved/one-world](http://su.sheffield.ac.uk/get-involved/one-world)

**Give it a Go** runs trips, events and courses (which include languages!) Visit: [http://su.sheffield.ac.uk/get-involved/give-it-a-go](http://su.sheffield.ac.uk/get-involved/give-it-a-go)

**Global Campus** is a series of events, both in term time and vacation to help all students make the most of the international experience offered to them in Sheffield. It includes the One World Café, conversation events and **Finding your Feet** sessions. Visit: [http://www.sheffield.ac.uk/ssid/international/globalcampus](http://www.sheffield.ac.uk/ssid/international/globalcampus)

**Improve Your Skills:**
For more information about improving your cultural and global skills, pop into the University Careers Service to pick up a copy of *‘Develop Your Global Awareness’*. Or download it here: [http://www.careers.dept.shef.ac.uk/flipbooks/globalawareness/](http://www.careers.dept.shef.ac.uk/flipbooks/globalawareness/)

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11 | Student Staff Employability Induction Pack 2016-17
Become a Leader:
How about leading the Students’ Union one day? It’s possible! By being successful in getting a casual job, you have taken the first step on your own unique employment pathway.

Ana Popa, International Officer, achieved her position by developing her skills and English language through a combination of society committee roles and part-time jobs (some at the University of Sheffield).
See her journey below:

| Graduate Job | - International Students’ Officer at the no. 1 SU in the country |
| Third Year | - 2 part-time jobs (Ryman and Intern at University Enterprise Zone) |
| | - Elected as Chair of ISC |
| | - Ran for the second time in SU elections and won 😊 |
| Summer | - Sales Assistant at Ryman Stationery |
| Second Year | - Elected in 2 student committee roles (Vice-President AIESEC, Europe Rep of ISC) |
| | - Ran for the first time in SU elections and lost |
| First Job in the UK | - SALT (Student Ambassador for Learning at Teaching) for my Department (Politics) |
| First Year | - Member of 3 societies (RoSoc, AIESEC, ISC) |
| | - Course Rep on Learning and Teaching Committee (Politics Department) |

Ana says:
“The first time I ran for International Officer, I lost. However, life has taught me that giving up is not the answer so in my third year I ran again. Running again after losing is my greatest achievement. Never give up.”

Working in the UK: For more information about working in the UK and improving your employability, pop into the University Careers Service to pick up a copy of ‘International Students’.
Or download it here:
http://www.careers.dept.shef.ac.uk/flipbooks/internationalwork/
It is worth knowing a bit about the structure of any organisation you work for – and where you fit in. Look at the diagram and try to work out which of the three Directorates (Membership Engagement, Resources or Social Enterprise) your role sits. The Students’ Union structure is unusual because the organisation is managed by trustees (five of which are students) and eight student officers. They oversee a senior leadership team of five, including the chief executive.

For further information on the trustees and student officers and how you could influence their work see: http://su.sheffield.ac.uk/make-a-change/how-your-students-union-works/board-of-trustees

If you would like to see a more detailed organisational structure, ask your manager. It is also important to know who to go to if you have any concerns or need any support. The following links may be of help:

- People Development Team (email) – su-people@sheffield.ac.uk
- Student Advice Centre – http://su.sheffield.ac.uk/student-advice-centre
- Mental Health & Wellbeing Issues - https://www.sheffield.ac.uk/ssid/well-connected

Finally, you are advised to keep your contract, Reflection Log (p. 6-8), certificates and any induction information related to your job in a file. That way, you can return to it later if you need to.
Organisational Strategy

Sheffield Students’ Union’s strategic aspirations (due to be finalised in December 2016) show how the organisation wants to make students’ lives better, covered by five themes.

The vision is to think big, to have a dream about how we want the Students’ Union to be in the future. This vision drives change.

As a member of staff, you are encouraged to contribute to the business as much as you want. You may wish to give feedback to your manager. You may wish to influence the work of your team (plus gain some great skills) by creating and marketing a new drink or event. Some teams run forums to discuss ideas to improve the organisation which you would be invited to.

It is possible as a student to make change at the Students’ Union. For example, in March 2011, a referendum was passed by over 1,000 votes by Union Council to stop selling bottled water in the building. Instead, a number of water fountains have been installed. If you have ideas which could improve the lives of students, you could join SU Council or a representative committee, become an academic rep or start a campaign.

See the Make a Change website for more information: http://su.sheffield.ac.uk/make-a-change
The eight staff behaviours have been developed in line with the Organisational Strategy (above) for all staff to aspire to. Permanent and fixed-term staff are measured against these behaviours as part of their annual performance review and ongoing development.

For casual staff, the staff behaviours can be used to help you understand the ideal culture of the organisation and how your manager is expected to behave and likewise expects you to behave. The WAY in which staff behave is just as important as HOW a task is done. For example, if you served a customer quickly but abruptly, the customer would probably feel dissatisfied with the service. It is important for all staff to feel respected and trusted and by following the staff behaviours, the Students’ Union should naturally become a happier place to work.

Employers value applicants who are ‘self-aware’ – that is, they have a good understanding of their strengths and weaknesses. Look at the list opposite and see which behaviours you find easy to demonstrate in your work. These are your strengths. Some of the behaviours might seem more challenging at the moment. If so, try and think of ways that you can improve on these – and look for opportunities to practise them. Perhaps you could ask your manager for help and support.

It only now remains to wish you the very best of luck in your role at Sheffield Student’s Union!