



Freshers' Angel Job Description

Job Title:	Freshers' Angel – Luton/Bedford
Reports to:	Elected Officers/Beds SU Staff
Location:	Luton or Bedford Campus
Contract:	Part-Time Volunteer
Hours of work:	Maximum 20 hours per week

Overall Purpose

The aim of the role is to; meet and greet new and returning students to University, answer their queries and promote Beds SU's services and events. Angels will be required to work as a team and be alert to any problems students commonly experience and where appropriate to signpost them for advice.

Duties and Responsibilities

- Provide a friendly and reassuring welcome to new or returning students from Welcome Weekend throughout the next week.
- Help students settle in and find their way around the campus and provide information on the local area.
- Assist with helping students move their belongings into Halls.
- Answer queries students and parents may have.
- Explain the Welcome Week schedule and encourage everyone to get involved.
- Be an ambassador for the Students' Union and signpost students to all the services that's Beds SU provides.

Code of Conduct

You Will:

- Ensure new students of UOB and Beds SU feel welcome and safe.
- Ensure new students are informed of opportunities that are available to them.
- Ensure new students are signposted to correct service(s) where required.
- Read, acknowledge and adhere to risk assessments where needed.
- Comply with instructions and advice given by any member of Beds SU staff.
- Treat all University and Union staff (including the Executive Officers) with respect.
- Ensure that any issues or incidents throughout the week within teams are reported to a member of Beds SU full-time staff or an Executive Officer.
- At all times, be aware that you are representing both Beds SU and UOB and shall behave accordingly (especially whilst wearing Freshers' Angels t-shirts).



- Ensure you carry out your roles and responsibilities to the best of your ability and with a high level of motivation and integrity.
- Not be expected to volunteer more than 20 hours a week.
- Receive a 1-hour break between shifts (including other SU employment).
- Be expected to provide support for both daytime and evening events (not consecutively).
- Always be capable of performing your role duties (e.g. unintoxicated)
- Be mindful of your duty of care to others (e.g. students you're looking after or other Angels).
- Provide the Beds SU full-time staff and Executive Officers with feedback on events and services.

Perks of the role

Skills:

- Increase your confidence
- Improve your communication with others
- Team work
- Independent initiative
- Time management

Incentives

- Refreshments provided throughout the week
- Free entry to the Welcome Week events *T&Cs apply
- Free ticket to Freshers' Ball *T&Cs apply
- Free Angel t-shirt
- Prizes including drinks vouchers for Angel of the week and others. *T&Cs apply

Person Specification

Essential:

Current student at The University of Bedfordshire

Moderate knowledge of Beds SU and it's services

Available to work daytime and evenings

Available to attend training before Welcome Week starts

Desirable:

Qualifications that may link to the role

Knowledge of services within the University

Confident with strong interpersonal skills



Terms and Conditions

Behaviour T&Cs:

- Any behaviour or actions undertaken by Angels which are found to infringe Freshers Angels Code of Conduct may require an investigation by Beds SU as outlined in the members Code of Conduct.
- In the event of complaint being received or inappropriate behaviour being observed, the Angel(s) will be suspended from all Angel related responsibilities pending investigation by Beds SU. As a result of the investigation, a decision may be made to remove the individual from being an Angel with immediate effect. The Executive Team reserves the right to apply any other sanction deemed appropriate.
- The Angel(s) may appeal the decision of the Executive Team in writing to the President of the Students' Union within 24 hours of the decision being notified. The President will return a final decision within 24 hours of receiving the appeal. The President's Decision will be final.
- Serious misconduct could subject individuals or groups to investigation and disciplinary action under the Beds SU Members Code of Conduct, and if deemed serious enough, passed to UOB for further investigation under the Student Code of Behaviour, or even the Police which could result in suspension or ejection from UOB, or criminal Proceedings.
- Examples of behaviour or actions, which will result in an investigation, or disciplinary action include but are not limited to:
 1. Intentional damage, theft or loss in a manner deemed irresponsible to BEDS SU/UOB property or any property under BEDS SU/UOB control.
 2. Behaviour likely to cause damage to BEDS SU/UOB property.
 3. Physical or verbal intimidation of any member of BEDS SU/UOB, their guests or Union staff member.
 4. Violent, offensive abusive behaviour or behaviour which places themselves or others at risk.
 5. Conduct that is liable to jeopardize the external relations of BEDS SU/UOB.
 6. Conduct that is within breach of the memorandum and articles, bylaws, members' Code of Conduct, any policies of BEDS SU or UOB Rules and Regulations set in place by any individual departments of BEDS SU e.g. Harassment or bullying of individuals.
 7. Failing to communicate with the relevant Executive Team member.
 8. Breaking any UK law or regional/local bylaw.