

Student Staff Roles – Candidate Application Guide

"Arts Students' Union exists because it believes in the power of students to create transformational change and experiences."

Our aim is to help each student make the most of the life-changing experiences open to them as they study and develop their creative practice.

We have **2 different** kinds of positions within the Student Union:

- **Student Staff Positions:** Roles open to UAL students, within our 9 different teams such as Advice & Education Quality, usually working under a zero-hour contract.
- **Career Staff Positions:** Full time professional roles supporting student initiatives and contributing to the university community.

The purpose of this guide is to help you navigate our application process and give you the tools you need to successfully complete your application.



Our Application Process

Our application is divided into sections, all of which must be completed before submission. We ensure fairness by basing recruitment decisions solely on job-related criteria and using Blind Shortlisting. Personal details—such as name, ethnicity and contact information - remain anonymised and are only shared with the hiring manager if you are invited to interview.

Understanding the Job Description & Person Specification

Our application process is divided into the sections of Knowledge, Skills and Behaviours, you should refer to the Person Specification (PS) as you complete your application.

- Job Description - a concise summary of a role's responsibilities, duties, qualifications, and expectations, providing clarity on what is required from candidates.
- Person Specification – outlines the skills, knowledge, behaviours, and experience needed to successfully carry out a role's duties.

The hiring panel will use the person specification as a checklist to evaluate your suitability for the role by comparing your application against the outlined criteria. This makes the person specification a critical tool for applicants. The criteria's that are listed under 'A' for Application, indicates that they will be assessed at the shortlisting stage to decide which candidates will be invited to an interview.

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I)
Knowledge		
Exceptional understanding of customer service principles	Job related knowledge	A/I
Basic knowledge of Health and Safety and of data protection regulations and confidentiality	Job related knowledge	A
Understanding of MS Teams and Microsoft Office 365 software including Excel, Word, Outlook	Achieving & Delivery	A

Our Application Process – Explained

There will be 3 sections you will need to provide answers to: **Knowledge, Skills & Behaviours**. You are expected to write approximately **400 words** for each section. **Use this time to really showcase your suitability for the role.**

Matching your answers to Person Specification

Reflect on how your skills, knowledge, and experience align with the selection criteria. For each criteria, share examples of your relevant skills, knowledge, and experience. Use **concrete examples** to illustrate your points, as these demonstrate your capability for the role.

Remember, **your examples don't all have to come from work** – you can draw from lived experiences, volunteering, your course or involvement in charities, clubs, or other groups.

Using STAR

To provide evidence of how you meet each criteria, try using the STAR method. This will help you to provide a structured and concise description to demonstrate a skill or competency.

S – Situation: Explain the situation you were in (set the scene e.g., when it was, where you were)

T – Task: Describe the task you completed, explaining the purpose of it and the timescales

A – Action: Talk through what **you** did to complete the task. Detail how you demonstrated the competency, e.g. how you communicated with others; how you overcame any challenges; how you used processes & systems. This is the longest part of your answer.

R – Result: Outline the outcome, was it successful; what impact did it have; what feedback did you get

Knowledge

We are looking for people with both broad and specialist knowledge which can be transferred for the benefit of our students.

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Skills

As well as having knowledge and complementary behaviours, our staff need to be skilled in putting these into practice.

Please refer to the Person Specification (Skills section) and give an example of where you have used your skills to deliver your work and/or objectives. There a number of criteria in this section, please try to refer to as many as possible in your answer. *
Please answer this question in approximately 400 words. *

STAR Example Paragraph:

Criteria – Has experience organising events & managing budgets

While working as an Events Assistant at Rose Lane Community centre, I was responsible for organising a community fair to promote local businesses and attract over 200 attendees. My main tasks included coordinating vendors, managing the budget, promoting the event, and ensuring everything ran smoothly on the day. I reached out to local businesses to secure 15 vendors, negotiated deals to stay within budget, and created a promotional campaign using social media and flyers. On the event day, I oversaw the setup, managed a team of volunteers, and handled any issues that arose. The event attracted over 250 attendees, with positive feedback from both vendors and participants. Several businesses reported increased sales, and the success led to plans for making the fair an annual event.

Situation

Task

Action

Result

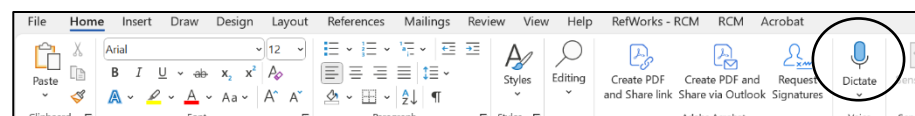
Things To Note: You must be a **UAL student** to apply for our **student staff roles** and must have **student status** for the duration of your role. Once you graduate, you can continue to work with us for a maximum period of **3 months**.

Resources & Tools

Dictation is an assistive technology tool that converts your voice into text.

Where you can find **Free Dictation tools:**

- Word Docs
- Apple Dictation (for MacBook users)
- Google Docs



Free Spelling & Grammer Checks:

- <https://www.grammarcheck.net/editor/>
- <https://www.grammarly.com>
- <https://www.scribbr.co.uk/grammar-checker/>



Artificial Intelligence (AI)

We understand that the use of AI in applications is rising, AI can be helpful however there are downsides, click [here](#) to understand how to use AI responsibly during the application stage. A human eye can often spot when a candidate has used AI, so we recommend you write in your own voice & only use AI if you want help to refine your application.

Visa Guidance

Students on full time degree-level courses holding a student visa are permitted to work in the UK. The requirements and rules are as follows:

- Up to 20 hours per week during university term time.
- Full-time during vacation periods.
- Full-time during term time if on a work placement that is an integral and assessed part of the course - any work placement must not be longer than 50% of the total course length (unless there is a UK statutory requirement for the course to contain a specific period of work placement which exceeds this limit).
- If you hold a student visa for a **part time course** you will **not have the right to undertake any work**, paid or unpaid, in the UK.

If you have any questions, contact the HR team: hr@su.arts.ac.uk

Frequently Asked Questions

Can I apply for a career staff role if I am currently studying or about to graduate?

All UAL students are welcome to apply to career staff roles while studying or if they are due to graduate soon. However, please note that career staff roles are typically full time (35 hours a week) and offer less flexibility than student staff roles. Additionally, if you are on a student visa, there may be restrictions on the number of hours you are allowed to work.

How long will I have to wait to hear back after submitting my application?

We always include a recruitment timeline in the job advert, outlining key dates such as the deadline for applications, interview date & proposed start date. Here's a general breakdown of the process:

- The job advert is typically open for around 3 weeks
- Once the job advert closes, we take 4-7 days to shortlist candidates we would like to interview
- Once shortlisting is complete, successful candidates are invited to interview and are given at least 1 weeks' notice before the interview date. We also send successful candidates the interview questions ahead of time.

What happens if I cannot make the proposed interview date?

Interviews are scheduled around the availability of the hiring panel, in some circumstances we may be able to be a bit flexible and provide you with an alternative date & time, however this depends entirely on the availability of the hiring panel.

Most interviews are held online (we occasionally hold assessment centres for some roles, but this will be clarified in the job ad)

Can I get feedback if I am unsuccessful in being offered an interview?

We appreciate the time and effort applicants put into applying, however we usually do not provide feedback to applicants who aren't offered an interview as a compulsory rule; however, you are still welcome to ask for feedback, but it will depend on the capacity of the hiring manager and whether or not they are able to provide feedback.