

## Line manager case study

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**Name:** Rad Sargeant

**Job Title:** IT Services Manager

**Department:** Help Services

### What made you decide to hire a student?

Coming from a Residence Life background, I supervised current students in their role as Resident Assistants, I was fully aware of the huge potential students have in improving the student experience. [From this knowledge] I knew that students answering other students' questions about IT issues would be a perfect fit for the IT support service I was creating.

### Do you think students have benefitted from the work experience?

I have no doubt that the students working for us have benefited massively from the experience, and the valuable skills and insight gained from working within the sphere of IT support.

### What do you enjoy most from the experience of working with students?

Personally I loved the experience of working with students again, and in a brand new area of IT support. I find their enthusiasm for the role and energy is infectious and I'm always looking for ways to challenge them and help them grow in the role.

### What advice would you give staff who are considering recruiting students?

Be aware of the student academic calendar when deciding when to start recruitment [e.g. during the exam period and vacations]. Be aware of timescales - regular work schedules on a weekly basis is not always possible due to student timetables.

### Finally, why do you think on-campus employment is important for the student experience at the University?

Student employment is massively important in empowering students and giving back to the student community, whilst also helping them gain valuable work experience. This is especially true at a time when employers are not only looking for a good degree but also work experience and skills.