# JOB DESCRIPTION

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| **Job Title:** | Student Voice Coordinator |
| **Department:** | Operations |
| **Annual rate of Pay:** | £23,400 - £24,863 initially, with performance-related pay progression up to £28,018/year.  *(Please note: payscales are scheduled for review in November 2024 and may increase)* |
| **Report To:** | Head of Operations |
| **Job Purpose:** | **To develop and support an active and engaged student voice at UCB, ensuring feedback mechanisms are accessible, actioned, and that students are aware of the changes they create.** |
| **Job Responsibilities:** | To work with the Head of Operations to develop a high quality student data function that informs and directs the work of the Guild.  To support the Guild’s Exec, Assemblies, and Student Council, with a particular focus on ensuring the delivery of actionable outcomes by change-maker stakeholders.  To manage the Course Representatives program, including the development/delivery of appropriate training and identifying opportunities for reward/recognition.  To offer ongoing support to the Guild’s range of student leaders through training, data collection/sharing, developmental coaching, and policy briefings as appropriate to their roles.  To design, implement, and evaluate initiatives that drive academic engagement with the student body, in particular with those who may face barriers to engagement, as outlined in our Access & Participation Plan.  To provide support, advice and guidance to the Officer team.  To support the delivery of the Guild’s student leader elections, with a particular focus on the annual Officer elections.  To be a point of contact for students, staff and Officers, directly dealing with enquiries, maintaining and developing effective communication methods.  To support a small volume of advice casework, particularly in relation to: academic misconduct, assessment appeals, and complaints. (Appropriate training will be provided).  To perform any other reasonable duties in consultation with the Head of Operations |
| **Closing Date:** | 25 October 2024, 16:00 |
| **Interview Date:** | w/c 1 November 2024 |
| **How to Apply:** | Application packs are available from:   * Website at www.ucbguild.org.uk * E-mail from Mike Towl, Head of Operations, at mike@ucbguild.co.uk   All application forms must be returned electronically to [guild.recruitment@ucb.ac.uk](mailto:guild.recruitment@ucb.ac.uk) |
| **Further Information and Adjustments** | For general information about the role, please contact Mike on [mike@ucbguild.co.uk](mailto:mike@ucbguild.co.uk).  To discuss the interview and appointment process, including any adjustments that may help you achieve your potential, please contact Alex (Guild Director) on [alex@ucbguild.co.uk](mailto:alex@ucbguild.co.uk) and we’ll be happy to help. |

# PERSON SPECIFICATION

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| **Post:** | Student Voice Coordinator |
| ***Essential*** | |
| **Experience:** | |
| 1 | A developed understanding of professional working practices through previous roles |
| 2 | Building and maintaining strong and productive relationships with members, students and/or other stakeholders |
| 3 | Knowledge and/or experience of membership organisations |
| 4 | Conducting research, reporting data, and compiling reports |
| 5 | Empowering and supporting individuals and/or groups to meet their goals, understanding the importance of impact and success metrics to focus efforts |
| 6 | Successful experience of leading and delivering educational change projects |
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| **Skills & Abilities:** | |
| 7 | Ability to work within a close team environment with staff and elected student officers |
| 8 | High level of written and oral communication skills |
| 9 | Ability to be organised and to work independently and flexibly in the interests of the team |
| 10 | Ability to prioritise competing tasks and manage a varied workload |
| 11 | Proven ability to take initiative and fix issues before they are assigned by a project team or manager |
| 12 | Ability to work and communicate confidently with a diverse range of  people and groups |
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| **Education & Qualifications:** | |
| 13 | Educated to a degree-level standard or equivalent experience relevant to the role |
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| **Knowledge:** | |
| 14 | An understanding of the issues affecting students and the education sector |
| 15 | An understanding of the representation and educational change systems used within Students’ Unions |
| 16 | An understanding of issues relating to equality, diversity and inclusion |
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| ***Desirable*** | |
| **Experience:** | |
| 17 | Working in a Students’ Union environment and understanding of its  democratic values |
| 18 | Managing/coordinating a team of volunteers |
| 19 | Developing and delivering training programmes |
| 20 | Offering information, advice, and guidance to others, especially in the context of a membership organisation |
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| **Skills & Abilities:** | |
| 21 | IT proficiency including the use of Microsoft Office and knowledge of social media |
| 22 | Ability to use websites with content management systems |
| 23 | Ability to establish and maintain effective working relationships with a wide range of people within the University |
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| **Education & Qualifications:** | |
| 24 | Further study or relevant experience related to belonging and community building |
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| **Knowledge:** | |
| 25 | An understanding of the issues affecting students and the Further Education sector |
| 26 | An understanding of asset-based community development |