

## Student Engagement Coordinator

<b>Hours of work:</b>	Full time, 37 hour week
<b>Contract:</b>	Permanent (subject to a successful 6 month probationary period)
<b>Salary:</b>	£18,982 - £22,981 (subject to TAX & NI contributions and dependent on experience)
<b>Place of Work:</b>	Buxton Campus with regular travel to the Leek Campus

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The University Of Derby Union Of Students is looking for a Student Engagement Coordinator based at the Buxton College.

You will act as first point of contact and a central point of information for the Union of Students, at the Buxton campus, coordinating an effective Union service to FE & HE members based at this site and increasing engagement through liaison with Derby-based Union staff. To lead on the coordination of the FE-specific Union support for the benefit of our members of the Union who study within the Further Education division of the University; Buxton & Leek College. The role is extremely rewarding, providing an excellent opportunity to build upon the success of our membership based at Buxton and Leek.

If you think, you have what it takes to transform the student experience and assist in supporting a vibrant student community then we want to hear from you.

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**To download the full recruitment pack including the job description and person specification please refer to our website the link is: <http://www.derbyunion.co.uk/jobs>**

The deadline for applications is: **9:00 am Friday 31<sup>st</sup> May 2019.**

Interviews will be held on **Thursday 13<sup>th</sup> June 2019 at the Buxton Campus.** If selected for an interview, you will be advised what recruitment tasks will be undertaken on the day to support the panel at interview.

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### Diversity and Inclusion

The Union of Students are an equal opportunities employer and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post. We will consider flexible working arrangements and champion equal opportunities, equality and dignity in the workplace. We welcome and encourage job applications from all sections of the local, national and international community. We will select the best candidate solely on the basis of merit and ability to do the job. Unjustifiable discrimination based on gender, race, age, disability, religious or political beliefs, sexual orientation or any other reason will form no part of our selection process.

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## **JOB DESCRIPTION & PERSON SPECIFICATION**

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### **Purpose of Role**

To act as the first point of contact and a central point of information for the Union of Students at the Buxton campus, coordinating an effective Union service to FE & HE members based at this site and increasing engagement through liaison with Derby-based Union staff. To lead on the coordination of the FE-specific Union support for the benefit of our members of the Union who study within the Further Education division of the University; Buxton & Leek College.

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### **Student Development**

- To increase FE & HE student engagement with the Union.
- To develop strategies to further engage underrepresented groups of students e.g. BME, LAC, carers, etc.
- To support the activity of the Union in the FE Induction & HE Fresher's processes, promoting the benefits of Union engagement to new and returning students.
- To take a lead on the recruitment of participants to the College Heroes & University Futures awards and monitor progression with support from the Union Training and Development Coordinator.
- To be a panel member of both the Buxton & Leek College Bursary Panel and Learner Support Fund Panel.
- To support the promotion and development of awareness of sports activities, student events and societies
- Provide support for campaign and campus wide events such as Fresher's, Elections, Open Days and Officer activities
- To undertake the C-Card distribution training in order to extend the delivery of the service.

### **Student Voice**

- Research, implement and develop the ways in which we elect and support our FE academic representatives as part of a wider team.
- Prepare and organise regular meetings of Further Education students whilst ensuring secretarial support is provided for these meetings.
- To promote HE Student Voice Panels and meetings as organised by the Voice Team.
- To work closely and proactively with the Vice President (Education) and the Student Voice Coordinators in reviewing FE student feedback and making recommendations for improvements.
- To be aware of any changes to University policies and regulations and make recommendations to officers and colleagues.
- Work closely to support the recruitment, election and work of the FE Officers ensuring that the person(s) elected understand the varying methods of engagement available within the Union.

### **Student Advice**

- To carry out initial appointments with a student to assess their suitability for support from Union Advice, signposting to other services as required in a professional and impartial manner
- To carry out solution focused FE casework in a professional and impartial manner relating to FE issues including, peer-to-peer mediation and academia
- To provide union representational support to FE members at College level meetings and hearings relating to academic offences, complaints, disciplinary meetings, meetings with tutors or other College staff
- To support the awareness of the Union Advice Service and its provisions to the FE membership which supports and improves the learner experience
- Prepare for and attend events/awareness days organised by the Support and Inclusion team
- To provide training for staff working at the Union relating to the Advice service as required

### **Administrative Duties:**

- To ensure a high standard of customer care face to face, over the telephone and via email.

- To deal with all enquiries confidentially and efficiently
- To adhere to the banking procedure and correctly process all sale transactions including Club and Society Memberships through the online MSL System
- To promote the NUS Extra/ TOTUM Card to students across the site
- To operate the binding machine for student dissertations/reports
- To be responsible for the quarterly Office Health and Safety hazard hunts and annual risk assessment

### **Working Relationships**

- Work closely with the Activities Team Coordinators to support the promotion of a range of 'Give it a Go' activities offering students the opportunity to try new things and increase membership
- To work directly with, and alongside, College and University staff to support the delivery of FE & HE student voice
- To act as Union staff link to Buxton Part Time Officer Team and other relevant roles as required
- To support colleagues within Buxton & Leek College and the University to promote support available through specific awareness days e.g. Careers and Employment Service, Student Wellbeing Service, Chaplaincy etc.

### **RESPONSIBILITIES**

The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

### **GENERAL**

All Student Union employees are expected to work within the ethos of the Students' Union and strive to achieve the following:

1. To work at all times within relevant legislation as well as structures, policies and procedures.
2. To work co-operatively with other Union staff and officers, as well as relevant external organisations.
3. To adhere to the highest standards, especially of customer service and safety.
4. To seek to continually develop and improve Unions' facilities and services.
5. To keep up-to-date with sector developments, local competition and student's views/needs, where necessary undertaking market research to generate such information.
6. To undertake necessary training and to attend all meetings as requested.
7. To promote a positive and professional image of the Union of Students to its members, customers, stakeholders and other external people.
8. To positively contribute to the organisation's ethical & environmental ethos.
9. To become a 'team champion' for one of the Union working groups (Equality, Diversity & Inclusion, Environment or Mental Health)
10. To perform any other additional reasonable duties as deemed appropriate.

Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Welcome, Elections and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness, and professionalism.

Environmental consideration and environmental best practice is the responsibility of all Union staff.

*This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.*

### **Person Specification for Student Engagement Coordinator:**

CRITERIA	Requirement	Application	Interview Day	Post Offer
<b>QUALIFICATIONS</b>				
Good general education, typically to the Higher/A level equivalent	Essential	✓		
University/College Degree	Desirable	✓		
Appointment will only be confirmed on completion of a DBS check	Essential			✓
Hold a full UK driving license	Essential	✓	✓	
<b>EXPERIENCE</b>				
Experience of working with young people	Essential	✓	✓	
Experience of coordinating multiple tasks and working to deadlines	Essential	✓	✓	
Demonstrable experience of working effectively on own initiative	Essential		✓	
Experience of delivering training and development activity	Essential	✓	✓	
Experience of working with administration systems and databases	Desirable	✓		
Experience of risk assessing and reviewing risk assessments	Desirable	✓		
Experience of coordinating small to large scale projects	Desirable	✓	✓	
Experience of formulating reports for senior colleagues	Desirable	✓		
<b>KNOWLEDGE</b>				
Understanding of current policy and themes in Higher Education, Further Education and Students' Unions within the UK.	Desirable	✓	✓	
Knowledge of current relevant legislation:		✓		
➤ Health and Safety legislation	Desirable	✓		
➤ Data Protection Act 1998	Desirable	✓		
➤ Child Protection/Safeguarding	Essential	✓	✓	
➤ Prevent	Desirable	✓		
<b>ATTRIBUTES/SKILLS</b>				
Able to understand working with, and alongside, a complex external organisation	Essential	✓	✓	
Self-motivated and self-reliant and able to overcome challenges	Essential		✓	
IT competent with a working understanding of Microsoft Office	Essential	✓		
Exceptional interpersonal and communication skills (written and oral)	Essential	✓	✓	
Able to create and maintain strong working relationships with key stakeholders and staff	Desirable		✓	
Skilled in time management–able to meet deadlines and cope with varying workloads	Essential	✓	✓	
<b>VALUES AND ETHICS</b>				
Desire to work within a democratic & student led environment	Essential	✓	✓	
Understanding and commitment to equal opportunities	Essential	✓		

Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓	
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**CONDITIONS OF SERVICE FOR THE STUDENT ENGAGEMENT COORDINATOR:**

The following is a summary of the main terms and conditions of service. Full terms and conditions of service will be issued on appointment.

- The Union encourage enquiries from everyone and value diversity for our employees. We are willing to consider flexible arrangements and champion equal opportunities, equality and dignity in the workplace.
- The salary is circa £18,982 - £22,981 (subject to tax and NI contributions and dependant on experience).
- Precise starting salary will be dependent on experience, training and qualifications. Salary is paid monthly in arrears by direct debit transfer.
- The place of work is the Union of Students which will normally be at the Buxton Campus with regular travel to the Leek Campus
- This is full time post, the hours of work for this position are 37 per week.
- The post holder is offered a permanent contract and is subject to a 6 month probationary period.
- The annual leave year runs from 1<sup>st</sup> August to 31<sup>st</sup> July.
- Holiday entitlement is 28 days per annum and is increased after 5 years' service to 31 days.
- In addition to the above holiday, the post holder will also receive paid leave during bank holidays and University closure days, which equates to around 11 days per annum.
- There is the Occupational Pension scheme.
- Access to the Westfield Health Scheme (on successful completion of probationary period).
- The Student Engagement Coordinator reports to the Support & Inclusion Manager.

**So, What Does the Union Actually Do?**

The University of Derby Students' Union is a company limited by guarantee (trading as the Union of Students, University of Derby), registered in England and Wales, and a registered Charity (1169283). We are a democratic, membership-led Union. We provide services and support to our members, the students at the University and the Buxton and Leek Campuses which enable them to develop their skills for future careers, provide a source of fun and enjoyment, offer opportunities to meet new people and become active citizens through volunteering.

The Union is a value driven organisation. We exist to meet the needs of our members, the students. Every University is required to have a Students' Union by virtue of the 1994 Education Act, the broad objectives for each Union is to represent the needs of students to the University, provide where relevant welfare services, ensure there are opportunities to play sport and engage on recreational activities and to run free and fair elections for our own governance.

We are led by students, for students and our purpose is to be a Union that is devoted to the educational interests and welfare of its members.

There is a staff team of up to 35 permanent staff and 80+ part-time student staff, all of whom play a key role in delivering a wide range of activities and support services for students. We have a high-level student representation at the University and the Buxton and Leek Campuses via four full time elected Officer Trustees: President, Vice President (Activities), Vice President (Education) and Vice President (Welfare).

### **Our Vision**

To transform the student experience.

### **Our Mission**

Is to actively empower our student community to reach their potential by providing opportunities to shape themselves, their Union, and their future.

### **Our Ultimate Goals**

To create a vibrant student community that our members are proud to belong to.

To provide transformative learning experiences in active partnership with the University.

To develop our member's skills and confidence to take their next steps and we remain ready to support them.

To create change our members want by championing their voice to the University.

### **Our Values**

As a values-driven charity we are always working to include our values: Vibrant, Ambitious, Supportive, Inclusive, and Open, in every aspect of our work and expect our Trustees, Elected Officers, staff and volunteers to live these values everyday.