



Job Title	Student Voice Coordinator (Student Representation & Change)
Reporting to	Voice & Insight Manager
Place of work	Kedleston Road (with regular travel to other sites when required)
Hours of work	37 hours per week
Starting salary	£24,050 (subject to TAX, NI and if applicable pension contributions)

The Union of Students is looking for a full-time Student Voice Coordinator (Representation & Change) to coordinate the representation activity of the Union and to act as the first point of contact and support for all Student Representatives across the University.

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>.

Key dates:

Application close at: 12pm noon Friday 8th August

Interviews will be held on: 11th and 12th August, subject to change, at Kedleston Road, Derby, DE22 1GB

We will advise all applicants whether or not they have been selected for an interview. Those selected for an interview will be informed no later than the afternoon of 8th August.

If you would like an informal chat about the role please contact Steph Compton, Voice & Insight Manager, steph.compton@derbyunion.co.uk

Diversity and Inclusion

The Union of Students is 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 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. We champion equal opportunities, equality and dignity in the workplace.

Purpose of Role

To coordinate the representation activity of the Union. To act as the first point of contact and support for all Student Representatives across the University.

DUTIES:

- To organise and lead the training of all Student Reps across the University (including online students and ensuring partners have up to date information on how to replicate our scheme).
- To monitor and develop the skills of Student Reps ensuring tangible progression and transferable skills.
- Provide an engaging peer network for Student Reps supported by regular communication e.g., newsletter, trends,

Sensitivity: Internal

campaign ideas.

- Input Student Rep and voice data into the regular Union Trends Reports to be shared with the University
- Contribute to the Union's improvements by putting forward evidence-based ideas for improvements to academic representation and put forward ideas for new methods of listening to the student voice.
- To promote and develop the Ideas Forum as a method for hearing and acting upon the student voice.
- To promote awareness of reps including by gathering, coordinating and promoting 'rep successes' so students see their impact and value.
- To coordinate Union involvement in classes at key points in the student journey (e.g. inductions and rep elections)
- To find new and creative ways to gather feedback from students, including empowering reps to do so, and facilitate a response from the University, disseminating both widely.
- To support continual review of our representative structure to ensure there is a clear connection between programme level and overall student voice strategy.
- To research and implement innovative methods of academic representation with our hard-to-reach members e.g., UDOL (online) /Apprenticeships/Collaborative partners.
- To support activities related to the National Student Survey which involve Student Reps.
- Ensure the database of Student Reps is accurate, utilising gap analysis to rectify a situation where there is no/an inactive rep on a particular course/programme.
- Support student-led meetings with University teams to rectify issues.
- Lead on the delivery of the bi-annual Student Voice Conference.
- To coordinate the organisation and delivery of the annual Education Awards
- To be responsible for promoting the Futures Award to Student Reps.
- To work with and support Student Leaders (Student Reps, Leaders and Organisers) in their roles.
- To support Student Leaders in change making/campaigning and help them to develop the relevant skills to do so.
- To manage the new digital feedback system in conjunction with other members of the Voice Team.
- To contribute to Union Membership projects that link with strategic targets.
- To support with the organising and delivery of the Union Meeting and other relevant democratic meetings and events.
- Work together to deliver the Union annual plan/strategy.

WORKING RELATIONSHIPS:

- To develop effective relationships with the large population of Student Reps across the institution.
- To develop ongoing supportive and developmental working relationships with the team of Student Leaders.
- Coordinate Union staff and Executive Officers to promote the recruitment of Student Reps and Student Leaders.
- To directly supervise department student staff under the management of the Voice and Insight Manager.
- Work closely with the Democracy and Governance Coordinator to ensure that activities and communication at and between all levels of the representative structure are effective and coordinated.
- Work closely with the Vice President (Education) to assist them in leading the Academic Representative structure of Student Reps and Student Leaders.
- Create positive and productive relationships with University staff e.g., Programme Leaders/ College Senior Leadership teams/ Centre for Quality and Assurance/ Student Experience Team.

GENERAL:

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.

All Union employees are expected to work within the ethos of the 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 Union facilities and services.

5. To keep up to date with sector developments, local competition, and students' 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 to its members, customers, stakeholders, and other external people.
8. To positively contribute to the organisations ethical & environmental ethos.
9. 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.

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 VOICE COORDINATOR (STUDENT REPRESENTATION & CHANGE)

This person specification is non-contractual and is subject to alteration after consultation with the post holder.

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education, typically to the Higher/A level equivalent	Essential	✓	
University/College Degree	Desirable	✓	
EXPERIENCE			
Experience of coordinating multiple tasks	Essential	✓	
Demonstrable experience of working effectively on own initiative	Essential	✓	✓
Experience of academic representation structures within an education setting	Desirable	✓	
Experience of coordinating small to large scale projects	Desirable	✓	✓
Experience of complex administration systems and processes	Desirable	✓	✓
Experience of working with volunteers and/or elected representatives	Desirable	✓	✓
Proven experience of affecting change through planning and delivery of campaigns	Desirable	✓	✓
Experience of formulating reports for senior colleagues	Desirable	✓	
Experience of creating and delivering training	Desirable	✓	✓
KNOWLEDGE			
Understanding of current policy and themes in Higher Education, Further Education and Students' Unions within the UK	Essential	✓	✓
Knowledge of data protection legislation.	Desirable	✓	✓
ATTRIBUTES/SKILLS			
Able to understand working with, and alongside, a complex external organisation	Essential	✓	✓
Self-motivated and self-reliant	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	Essential	✓	✓
Able to overcome hurdles and problems in a constructive manner	Essential	✓	✓
Able to administer governance documents and policies	Desirable	✓	✓
VALUES AND ETHICS			
Desire to work within a democratic & student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within organisation which serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing, and approachable with a 'can do' attitude	Essential	✓	✓
Demonstrably high standards of personal integrity	Essential	✓	✓

Our full terms and conditions of service, staff handbook and statutory policies are issued on appointment, below is a summary of the main terms and conditions of service:

The starting salary for this role is circa £24,050. and is subject to tax, NI contributions and, if applicable, pension contributions. Salary is paid monthly in arrears by direct debit transfer. The post holder is offered a permanent contract (subject to a satisfactory 6- month probationary period). This is a full-time role working 37 hours per week.

So, what does the Union of Students 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 of Derby, 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. We also provide a broad range of commercial services which include bar and kitchen venues, coffee shops and several retail outlets.

We are a value driven organisation, existing to meet the needs of our members who are students at the University of Derby. Every University is required to have a Students' Union by virtue of the 1994 Education Act, the broad objective 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.

We have a team of up to 35 permanent employees and up to 50+ part-time student employees all of whom play a key role in delivering a wide range of activities and support services for students. We provide a high level of student representation at the University via our four full time elected Officer Trustees:

President, Vice President (Activities), Vice President (Education) and Vice President (Welfare).

Our vision:

Supporting you to make the most of your University of Derby experience.

Our mission:

Empowering students at the University of Derby to shape their own journey by providing opportunities, support and a strong community where they can thrive.

Four Key Priorities

- Student Life.
- Student Communities.
- Student Voice.
- Employability.

How We Work

- We are better together.
- We care for each other.
- We share success.
- We are positive.

Work environment:

We encourage enquiries from everyone and value diversity for our employees. We are willing to consider flexible working arrangements and invite you to talk to us if you wished to consider a variation on the hours advertised.

We champion equal opportunities, equality and dignity in the workplace, making this a safe environment to work in. We want to foster a supportive and diverse work environment for our employees which is able to respond to the needs of individual employees and the collective voice of the employee team. We are committed to allocating funding towards the development of our team ethos through events and activities as well as celebratory occasions and informal gatherings.

Training and development opportunities:

We are firmly committed to the career development of its employees to ensure continued business success. We are committed to developing employees that are professional in approach as well as being highly motivated. All this is essential to allow us to develop and grow the Union and provide rewarding career options for all employees in line with personal abilities.

Reward and recognition:

We are committed to attracting, developing, and retaining the highest quality of employees. In order to do this, the Union seeks to create an environment everyone feels valued and acknowledged for their contribution to the Union and who feel supported in their career aspirations. We recognise that employees want to be paid fairly and appropriately for the work that they do and that they want their contribution to be valued. Every member of staff who meets our 'Performance Development Review' standards are eligible for the annual Pay Award paid from 1 August each year.

Support and annual leave for our employees:

There is an Occupational Pension scheme, subject to a qualifying period, and the highly popular occupational health scheme offered by Westfield Health (on successful completion of the probationary period).

The annual leave year runs from 1st August to 31st July. Holiday entitlement is 28 days per annum and is increased after 3 years' service to 30 days, and again after 5 years' service to 31 days (pro-rata for part-time salaried employees). In addition to this entitlement, our employees also receive paid leave during bank holidays and University closure days, for example for 2021/22 equates to around 14 days per annum (pro-rata for part-time salaried employees). In addition, all permanent staff are able to take a day off for their Birthday!