

Permanent Staff Role: Job Description & Person Specification

Key Information

Job Title	Academic Communities Coordinator
Department	Membership and Marketing
Team	Representation
Reporting To	Membership and Engagement Manager
Direct Management Responsibility	Representation Casual Staff
Location	Roehampton Students' Union
Salary	<p>Starting salary of £28,185. This role sits in our Grade 4 band (£28,185 - £30,887).</p> <p>Salary is subject to our Pay and Reward Policy which includes an opportunity for annual pay progression.</p>
Working Hours	<p>35 hours per week (excluding 30 minute daily unpaid lunch break). Our usual working pattern is Monday to Friday, during usual office opening hours, but there is flexibility with start and finish times.</p> <p>Some unsociable hours may be required on an ad-hoc basis at certain points in the year including weekend work.</p>
Contract Type	Full-time, permanent

Purpose of the Role

The Academic Communities Coordinator will play a key role in delivering our academic representation system, in partnership with the University, by supporting students in making positive impacts to their educational experience at Roehampton.

The role supports Roehampton Students' Union's mission to make student life better at Roehampton by ensuring that students are represented throughout the university's decision-making processes and their feedback is heard and actioned in an appropriate and timely manner. The successful candidate will play a key role in the delivery of our new strategy, working with the wider Union team to deliver a new academic representation system for students.

Key Responsibilities

Academic Representation System

- Work with key contacts from academic schools and programmes to oversee and develop the academic representation system.
- Produce briefings and associated guides for Academic Reps, committees and academic/professional services staff related to Academic Representation at Roehampton.
- Provide support to relevant committees as required (i.e. producing reports and papers as requested by the Vice President (VP) Education).
- Use information gathered through the academic representation system to identify themes and trends across academic schools and where the Students' Union can better support Academic Representation.
- Administer the Union's Feedback System, ensuring service owners are trained and up to date and students are aware of the feedback process. Work with the Union's website provider to resolve any issues that may arise and generate reports and analysis of feedback, where required.

Academic Representation: Recruitment and Training

- Work with key contacts from academic schools and programmes across the University to coordinate the recruitment of all Academic Reps and other academic roles as needed.
- Develop and deliver an annual induction that engages all Academic Reps and gives them an overview of their role and responsibilities.
- Develop a blended learning and development package, which utilises both interactive digital content as well as face-to-face, to deliver a year-round training programme which increases the effectiveness and employability of academic leaders.
- Work with academic reps and schools to identify positive changes achieved for their peers, ensuring effective impact reporting of these.
- Deliver the reward and recognition scheme for Academic Reps, ensuring effective promotion and engagement with students.

Academic Representation: Communication

- Act as the key contact within the Students' Union for Academic Reps, supporting the VP Education to provide advice and coaching on how to tackle and resolve specific issues, ensuring the VP Education is kept up to date with any issues.
- Support School Reps, through regular 121s, with planning their goals, connecting their work to other similar projects, understanding the right channels to progress or resolve issues, and empowering them to offer the same support to Programme Reps.
- Develop a programme of networking opportunities with key contacts from academic schools and programmes to ensure a fully joined-up partnership approach to academic representation and enhance effective communication channels between the Students' Union and the faculty.
- Produce regular student-facing updates which promote education policy and/or successes achieved through Academic Representation, increasing awareness of change.

Academic Student Groups and School Networks

- Act as the main point of contact for our Academic Student Groups and School Networks. This includes supporting groups with meeting organisation and administration, decision-making, promotional communications, and event planning.
- Work with the Student Opportunities team to deliver the annual elections for academic student groups and school network committees, supporting their training and personal development.
- Work with academic student group leaders to promote group membership to students.
- Work with the Student Opportunities team and relevant University staff to ensure collaboration in the support and development of Academic Societies and School Networks.

Representation Systems and Service Delivery

- Work with the wider Representation team to support the delivery of elections for roles across the organisation, acting as an Assistant to the Deputy Returning Officer when required.
- Work alongside the Representation Coordinator to support the delivery of our general governance systems, including but not limited to: President's Committee, officer campaigns, research and insight projects, and student networks.
- Work with the wider Students' Union team to deliver student group projects such as training and elections, ensuring employability is embedded throughout the process.
- Oversee the Representation Assistant and support them with the administration processes for feedback.
- Support the Union's ongoing calendar of events such as Freshers' Fair, RSU Awards, Student Group Elections and Student Group Training.

General Responsibilities

- Effectively manage the resources of the Union, taking care to always strive for value for money and working within agreed budgets.
- Adhere to the financial regulations and all other relevant policies and procedures of the Union.
- Recruit and induct staff within the organisation as appropriate.
- To lead and participate in departmental and cross-departmental projects as required.
- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies and seek to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring the Data Protection Act 2018 and other relevant legislation are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example, the University).
- Comply with the Students' Union's articles of association and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification

Education & Training	Essential	Desirable
Educated to degree level or equivalent.		X
GCSE Maths and English or equivalent (Minimum Grade C/4).	X	
Experience & Knowledge		
Working in a campaigning, lobbying or democratic environment.	X	
Supporting and mentoring students, student staff, and volunteers in their roles.		X
Writing public-facing documents to a high standard.		X
Experience training and working with volunteers and/or students.		X
An understanding of the Students' Union or Higher Education sector and the current issues facing students.		X
Skills & Abilities		
Strong communication skills, with the ability to communicate effectively with people at all levels; tactful, diplomatic and high standards of integrity.	X	
Highly organised with a strong attention to detail and the ability to be adaptive and manage competing priorities.	X	
Ability to demonstrate initiative and work independently on assigned tasks.	X	
Excellent project coordination skills from inception to delivery.	X	
Commitment to personal and professional development.	X	
A digital practitioner (including proficiency with Microsoft 365) with a passion for using technology to streamline services.		X
Values & Behaviours		
Student Focused: We exist to make student life better for students at Roehampton and everything we do should be in the service of driving this forward.	X	
Transparent: We believe we should be as open as possible about the way we work and how decisions are made.	X	
Supportive: We support equity, diversity, and inclusion and believe the Students' Union is a place where everyone can thrive.	X	
Bold: We are ambitious for our students and unafraid to challenge the status quo.	X	
High Quality: We are committed to excellence in everything we do.	X	