Permanent Staff Role: Job Description & Person Specification

Key Information

Job Title	Student Opportunities Coordinator
Department	Membership and Marketing
Team	Student Opportunities
Reporting To	Membership and Engagement Manager
Direct Management Responsibility	Student Opportunities Casual Staff
Location	Roehampton Students' Union
Salary	Starting salary of £28,748. This role sits in our Grade 4 band (£28,748 - £31,505). Salary is subject to our Pay and Reward Policy which includes an opportunity for annual pay progression.
Working Hours	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. Some unsociable hours may be required on an ad-hoc basis at certain points in the year including weekend work.
Contract Type	Full-time, permanent

Purpose of the Role

The Student Opportunities Coordinator plays a key role in delivering student-led activity on campus, with a particular focus on supporting student groups. This includes providing administrative support to approximately 45 societies, student media groups, and student networks.

The role supports Roehampton Students' Union's mission to make student life better at Roehampton by empowering students to build and lead inclusive, vibrant communities. It ensures that student groups are equipped to thrive - helping students connect with others, develop new skills, and build a strong sense of belonging throughout their time at university.

Key Responsibilities

Student Group Support

- Deliver an effective support structure for student groups to help them with their finances, facilities, opportunities and activities.
- Monitor the student group inbox, responding to queries and keeping information up to date on our website to help student groups run their activities.
- 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 Student Opportunities Assistant and support them with administration processes for student groups.
- Monitor and review income and expenditure of all societies, ensuring budgets are adhered to, flagging and escalating any issues to relevant team members.
- Administer the student group grant funding process, ensuring it is robust, well-governed and clearly communicated to student leaders.
- Consult and escalate issues with the Union's staff team where necessary.

Activities & Events

- Support the Union's ongoing calendar of events such as Freshers' Fair, Student Group Awards, Student Group Elections and Student Group Training.
- Provide information, advice and assistance to the membership on Student Opportunities' programmes of events.
- Ensure student groups' events and activities are run safely and are compliant with statutory requirements, including oversight of risk assessments.
- Administer and maintain records of spaces booked by student groups, while maintaining information relating to student group activity for reporting purposes.
- Support student groups with their events such as productions, guest speaker talks and trips and tours.
- Act as Secretary to Community Executive and support the President Community in their role.

Opportunities Development

- Monitor and report on key metrics related to student engagement within the area of student opportunities, utilising this information to make improvements throughout the year.
- Collaborate with other teams within the SU and University to develop the training and support offered to student leaders.
- Alongside the Representation Team and key stakeholders within the University, continue to develop and support Academic Societies, ensuring students have new opportunities to engage with their academic work in a new way.
- Communicate key messages and news updates through social media, blogs and the RSU website.

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	
First Aid Training.		X
Risk Assessment and Health and Safety Training.		X
Experience & Knowledge		
Experience of working in a customer service led environment.	X	
Experience of a range of administrative tasks.	X	
Experience of financial processes and systems.		X
Experience of working in a student-facing environment.		X
Experience of working with enquiry management systems or any similar service-based platforms.		X
Experience of training and working with volunteers and/or students.		X
Understanding of and experience with relevant legislation and compliance associated with the role.		X
An understanding of the Students' Union or Higher Education sector.		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	