



VACANCY DETAILS

Student Voice & Insights Coordinator

Grade: £23,796 - £26,733 (RU04 point 12-17 including London Weighting)

Application Deadline: 12.00 Friday 24 July 2020

Role Overview

The successful candidate will be responsible for coordinating the representative, democratic and insight functions of the RSU including the programme representation scheme, students' union council and collection and analysis of feedback and data collection initiatives.

The role will work closely with elected and appointed student officers and associated groups to ensure that they are suitably equipped to present an accurate, up to date and influential representation of the student voice to key decision makers, primarily the University of Roehampton. The successful candidate will support the coordination of elections, the students' union council, referendums and general meetings and work to ensure that attendance and participation is maintained and reflective of the diversity of our membership.

The role will also establish and implement an appropriate feedback frameworks that will enable RSU to assess and evidence the effectiveness of student-facing services, functions, campaigns and interventions and provide analysis and insight to inform decision making, reporting and communication with our members.

The successful candidate will carry out this role within the membership team. It will provide essential capacity for the union to listen to its students and ensure it stands ready to represent their needs in an ever changing higher education environment.

How to Apply

Candidates wishing to be considered for the role are asked to submit a completed application form and Equality and Diversity Monitoring form by e-mail to rsu@roehampton.ac.uk by 12.00 on Friday 24 July 2020. Incomplete or late applications will not be considered.

If you would like to have an informal discussion about these roles, please contact rsu@roehampton.ac.uk to arrange a call with Mark Gillespie (Chief Executive).

We look forward to hearing from you!

JOB DESCRIPTION

JOB TITLE: Student Voice & Insight Coordinator

Accountable to:	Senior Management (Membership Services)
Key relationships:	RSU staff, elected officers, University of Roehampton.
Location:	Froebel College, Roehampton although regular time on other colleges may be expected
Hours:	37.5 hours per week
Contract:	Full time, Permanent
Grade:	£23,796 - £26773 (RU04 point 12-17 including London Weighting)
Post Overview:	The responsibilities of this post are to provide creative support to the communications team and aid in the delivery and promotion of campaigns, events and support aspects of the RSU.

Principal Duties:

- Provide day to day support for full and part time elected officers, by delivering a suite of representation, democratic and campaign planning advice and guidance functions.
- Administer, promote and develop the programme, and department representation schemes to maintain consistent student engagement across the University of Roehampton.
- To coordinate the process of recruitment, training, induction and make arrangements for the mentoring of the part time officers, department and programme representatives.
- Keep full and part time officers updated on key academic issues effecting students both institutionally and nationally and provide policy development and committee support for student representatives.
- Support the coordination of the union's set of democratic meetings and functions including Students' Union Council, General Meetings, Annual General Meetings and Ideas platform, supporting officers preparation and participation in these.
- Support the union's deputy returning officer (deputising where necessary) and ensure elections are professionally planned and executed to ensure strong participation from across the union's diverse student membership.
- Establish and maintain set of data capture processes and work with colleagues to collect student feedback, service impact, satisfaction, and student focus group information across the students' union.
- Analyse captured data to identify trends, insights and intelligence, which support the elected officers to make evidence-based decision and enable services to measure performance.
- Coordinate student and academic staff recognition rewarding staff for excellence and ensure this is carried out in an innovative way.
- Develop and maintain essential working relationships with University staff and departments relating to academic representation. (Academic staff, Academic Advisors, Student Engagement Team)
- To contribute to the membership services team to such that full advantage is taken of the opportunities for student input and feedback afforded by the QAA, TEF, Office for Students (OfS) and the National Student Survey.
- Work with student representatives to develop a more ethical and sustainable curriculum for all students.
- Carry out duties at the request of their line manager that are consistent with the grading of the post.

Person Specification – Student Voice & Insights Coordinator

Criteria

Experience, Education & Training

- Experience of training representatives or volunteers E
- Experience of office administration E
- Experience of working with a wide range of both internal and external contacts E
- Knowledge of working in a students' union or HE/FE D
- Experience of using systems to manage information effectively E
- Experience of working in a busy office E
- An experience of electronic feedback and democracy tools D
- Experience with working with volunteers and students D
- Previous experience as a representative in a Higher Education institution D

Skills & Knowledge

- Knowledge and skills in IT and Microsoft Office E
- Good knowledge of supporting young people to realise their potential E
- Excellent organisation and planning skills E
- Ability to motivate volunteers to achieve E
- Ability to take a constructive and co-operative approach to solving problems. E
- Ability to create and interpret research E
- Evidence of using good communication techniques E
- Interpersonal skills (verbal and written) with a wide variety of people E
- Knowledge of students' unions and their activities D
- Knowledge of academic casework through appeals and complaints D
- Knowledge of training volunteers E
- Understanding of the role of staff in a democratic organisation D

Personal Attributes

- Full commitment to equal opportunities E
- Environmentally focussed and a commitment to sustainability E
- Ability to relate to and work with a diverse range of people E
- Compassionate and rational E
- Commitment to excellent customer service E
- A self-starter who works on their own initiative E
- Ability to work effectively as part of a team E
- Attention to detail and organised E
- Flexible E
- A commitment to helping others E
- Approachable, good humoured and confident E
- Ability to work occasional weekends and evenings E
- Commitment to personal development E
- Innovative in approach D
- An empathy with students and students' unions D