



STUDENT VOICE CO-ORDINATOR

JOB DESCRIPTION & PERSON SPECIFICATION

ABOUT THE STUDENTS' UNION

The University of Suffolk Students' Union is a charity and membership organisation which represents and supports over 14,000 students studying at our Ipswich campus and across the UK and overseas.

We are student-led and provide a range of services and opportunities to students including representation, advice, events, sports, social activities, and training. Alongside this we also operate a social space and shop on our Ipswich campus.

The Students' Union is led by our two elected student Presidents and is overseen by our Board of Trustees, with day-to-day operations and strategic management delegated to the Chief Executive.

ABOUT THE ROLE

The Student Voice Co-ordinator will be a key role in enabling us to deliver and support our high quality student voice activity including academic representation, democratic activity, and work of elected student leaders.

CLOSING DATE

Applications close at 12noon, on Wednesday 22 January 2025.

Interviews will be held week commencing 27 January 2025.

KEY INFORMATION

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| Location | University of Suffolk Students' Union Office, Library Building, Ipswich Campus |
| Pay & Holiday | £24,232-£26,095 per year (Grade 4). Annual leave entitlement: 25 days a year plus discretionary added leave over Christmas and Easter |
| Hours | 35 hours per week (FTE) The SU Offices are open from 8:00 to 18:00 Monday to Friday. The post holder will be expected to work at least 3 days in the office and will have the option to work 1 day (or 7hrs) remotely. However, the post holder could be required to work outside of these times as required by the organisation and the delivery of key union events and activities – as determined by the line-manager. Time off in lieu may be taken in consultation with your line manager. The core operational hours of the Students' Union are between 10:00 and 16:00, with staff required to work within these hours but with the option of either starting earlier or finishing later to undertake their full hours (for example, staff may opt to work 8:00-16:00 or 10:00-18:00, incorporating a one-hour lunch break). After 26 weeks of continuous service staff members may apply for flexible working arrangements which will be considered in respect of the organisation, role and department needs. |
| Reporting to | Head of Engagement |

To apply for this role: please submit your CV and application form by email to l.westgarth@uos.ac.uk. For an informal chat about the role, email Lindsay Westgarth, Head of Engagement at the email above.



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KEY ACCOUNTABILITIES

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| 1 | Under the direction and support of the Head of Engagement, deliver and support the Students' Union's high quality student voice activity including academic representation, democratic activity, and work of elected student leaders. |
| 2 | Facilitate the running of democratic and student leadership-based meetings of the Union including but not limited to Student Council, Course Rep Forum, and Student Officer Committee. |
| 3 | Deliver necessary training and support activity for student leaders, representatives, and members including the systems developed to reward and recognise their efforts. |

DUTIES AND RESPONSIBILITIES

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| 1 | Develop and administer the course representative structures, and support elected course representatives through elections, training, meetings and ongoing mentoring |
| 2 | Build relationships with university course teams to ensure their buy-in and support with the representative election process and wider work of the Students' Union. |
| 3 | Work with the Head of Engagement to develop, deliver and review course representative training, ensuring it engages as many students as possible and prepares them adequately to undertake their role. |
| 4 | Facilitate course representative elections and lead on promotion through the organisation of lecture shout-outs, targeted emails, and additional on campus activity such as election themed stands and events. |
| 5 | Maintain consistent communication with course representatives regarding key information, additional opportunities, key democratic meetings, and Students' Union events. |

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| 6 | Respond promptly to queries from students and staff regarding the course representative system. |
| 7 | Assist, support, and provide guidance to student leaders including part time officers and elected course representatives throughout the year, ensuring they can be successful in their role and are empowered to create change. |
| 8 | Assist with the training and ongoing support of the Students' Union's elected officers. |
| 9 | Develop and administer the Union's Student Representative and Democratic Structures |
| 10 | Facilitate the Students' Union's key democratic meetings including but not limited to Student Council, Course Rep Forums, Student Officer Committees, Activities Committee, and any other meetings believed to assist in student leadership. |
| 11 | Ensure the administration of the Students' Union's key democratic meetings is undertaken in line with best practices, including the sending out of papers in an appropriate timeframe, the writing up of the meeting minutes, and their online publication to order to encourage the engagement of Union members. |



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| 12 | Ensure student leaders and representatives have timely and relevant information in advance of meetings or other events. |
| 13 | Support students such as Chair of Council to ensure the smooth running of the Students' Union's democratic meetings and processes. |
| 14 | Be a key member of the Students' Union's election team by promoting and encouraging student participation within the elections process. |
| 15 | Ensure a central and key presence of election information and promotion across campus during the Students' Union's main election period. |
| 16 | Co-ordinate the administration relating to any Students' Union run student volunteer reward and incentive schemes and awards. |
| 17 | Work with the Students Activities Manager to support the running and administration of Activities related democratic activity, including sports and society elections and any relevant meetings. |
| 18 | Where appropriate assist the Student Activities Manager to support the facilitation of liberation societies and networks. |
| 19 | Support the Head of Engagement in the collection, reporting and analysis of data and information relating to student views and policy research. |
| 20 | Maintain a working knowledge of Higher Education policy and its potential impact of Suffolk students or work of student leaders. |

DUTIES OF ALL STAFF

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| 1 | Contribute to planning processes across the Union as required, regularly reviewing performance and systems/ procedures |
| 2 | Act as an ambassador for the SU at all times, maintaining relationships with the University and seeking to develop new partnerships which will enhance the student experience. |
| 3 | Act in accordance with the Union's governance and policies at all times |
| 4 | As required contribute to SU activity across the team |
| 5 | Undertake training and development related to the role and support other members of the Students' Union to do so |
| 6 | Undertake this role in accordance with the SU requirements for confidentiality and personal integrity. |
| 7 | To be flexible and adaptable in a changing environment, the post holder may need to meet the needs of the service, team's objectives and or wider Students' Union. |

DISCLAIMER: This job description outlines the major duties associated with the post. It is not intended to be exhaustive, and it should not be assumed that other duties of a similar level/nature appropriate to the level of the role are excluded. The duties of the post may alter due to changes in legislation, policy, or operating decision. Where such changes occur, training may be given to enable the post-holder to undertake the new or varied work.



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| QUALIFICATIONS | |
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| Good general education, to degree level or equivalent | Essential |
| Evidence of continuing professional development | Desirable |
| KNOWLEDGE AND EXPERIENCE | |
| Experience of supporting/facilitating meetings, including minute-taking. | Essential |
| Experience in managing, engaging or working with volunteers | Essential |
| Experience of supporting campaigns and/or working to develop positive change | Desirable |
| Experience in delivering training or information to a large group of students, young people, colleagues, or peers. | Desirable |
| Experience of conducting research or handling data for the purpose of research activity | Desirable |
| Demonstrable understanding of current issues and themes in Higher Education and Students' Unions. | Desirable |
| Experience of working within the Higher Education Sector. | Desirable |

| SKILLS | |
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| Exceptional interpersonal and communication skills (written and oral) | Essential |
| Organisational skills and ability to manage competing priorities | Essential |
| Able to develop and maintain effective working relationships with internal and external colleagues, stakeholders, and partners. | Essential |
| Appropriate levels of IT skills with an ability to use the standard Microsoft package including word, excel, and outlook. | Essential |
| VALUES AND ETHICS | |
| Desire to work within a democratic student led environment | Essential |
| Understanding and commitment to equal opportunities | Essential |
| Demonstrably high standards of personal integrity | Essential |

Candidates for this role will be assessed in the following ways:

- Application Form
- Interview
- Task

Candidates should identify how they match both essential and desirable elements of the personal specification within their application form.

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CLOSING DATE: 12noon, on Weds 22 Jan 2025. **INTERVIEWS:** Week commencing 27 Jan 2025.