

Recruitment Pack

Academic Communities and Representation Coordinator

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

The Academic Communities and Representation Coordinator is a member of the Membership Services Department and Student Voice and Representation Team. They will work closely with students and colleagues from Greenwich, to facilitate opportunities for the development and growth of academic societies and representation at Greenwich. This role is based at GSU in the Greenwich campus with flexible working available.

Opening: 08/08/2025

Closing: 29/08/2025

Interviews: 04/09/2025

**Panel: Academic Communities & Representation Manager
Academic Communities & Representation Coordinator
GSU Officer**

Salary: £29,777 - £33,513

*** New starters will be placed on the bottom spine point of their grade. If you would like more information on our Pay Policy, please let us know.**

Hours of work: 35 hours/per week

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity please contact me at M.Scott@gre.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,
Maddy Scott



GSU PLAN 2026

BECOME YOUR BEST

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Membership Services

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Our Support Services

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Commercial Services

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Cafe in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

The Hill in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise.

Flagship Events

Offering venue hire in the heart of Greenwich



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck
Student prices on hot drinks in Change and Village Shop
Student prices in Lower Deck on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements. Candidates may be called back for a second interview if needed.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application for,. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job Description and Personal Specification

JOB PURPOSE:

The Academic Communities and Representation Coordinator will be responsible for establishing and managing a number of opportunities for and supporting the development of academic student groups and student reps. The role will empower students and support them to come together and make positive connections and foster a sense of community at the University of Greenwich. This role is key in creating strong relationships between students, GSU and University staff for the Faculty of Business at the Greenwich site.

Reports to: Academic Communities and Representation Manager
Responsible for: Occasional student staff, interns or ambassadors on an ad-hoc basis

DEPARTMENT/SERVICE:

This role sits within the Student Voice & Representation function, within the Membership Services department. This covers key areas such as; Advocacy & Policy and Engagement & Opportunities. We provide a high-quality service for students, that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

This postholder will be part of the Membership Services Team and will be expected to contribute to departments wider objectives and planning. The post holder will:

Support the delivery of the Student Voice and Representation Action Plan and the GSU Plan

- Work with the Business Faculty to develop an engaging programme of activity throughout the year to ensure students have the opportunity to connect with peers at an academic level
- Capturing and applying data into regular insights and report to inform and develop new projects and ideas, to improve student experience and inform our service provision
- Contribute to the annual APP Student Submission and the University's APP Steering Group
- Work in partnership with students and University colleagues to improve areas with lower performing NSS scores and student feedback within the Education, Health and Human Sciences Faculty

Support the growth and development of Academic Societies and Student Reps

- Design, and deliver opportunities for training and development of Academic Reps and Communities across physical and digital mediums where appropriate
- Directly support academic societies to grow in number and membership by providing advice, resources, support, and specialist knowledge
- Provide support for student group events, activities and trips, including ensuring relevant practices and procedures are followed, building communications plans and managing budgets

Be an engaged and an active member of the Student Voice & Representation team

- Contributing regularly and working collaboratively with peers and student representatives
- Ensure that campaigns and policy work is student-led and representative of student interests by monitoring matters raised by Programme Representatives, Full-Time and Part-Time Officers and other elected student leaders to identify common trends
- Contribute to the planning and delivery of the SLTA's (Student Led Teaching Awards) as well as supporting GSU Elections, Welcome, the Officer Induction Programme and wider GSU projects and events.

Duties and Key Responsibilities

Monitoring and Evaluation:

- Preparing information, statistics and trends about key services relating to Representation, Academic Communities and APP, ensuring data is collected, analysed and reported on
- Ensure evaluation mechanisms are embedded and that findings are shared and used to implement learnings

Budget and Financial Management

- Being responsible for delivering activity within the allocated budget and ensuring these are effectively managed
- Ensure suitable financial procedures are in place when dealing with student finances
- Process invoices or equivalent, relating to the aforementioned budgets, where care, accuracy and security are important.

Stakeholder management

- Collaborate with GSU colleagues, particularly the Engagement and Operations and Advice Teams to ensure we have a consistent approach to how we work with and support students
- Build and maintain strong working relationships elected students, relevant UoG staff and our partners at Kent Union and Christ Church Students Union to ensure we shape services students want and need, taking into consideration the varying campus priorities
- Support students from all demographics, and particularly those from under-represented groups in order to understand barriers to participation and issues affecting them, as well as solutions

General Responsibilities

- Represent and be an ambassador for GSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and Project data.
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.

Personal Specification

Experience

- Relevant experience working or volunteering in the youth, education, student union or other membership organisation
- Experience of working as part of a multi-functional team
- Experience of project management
- Experience of working with a range of stakeholders and partnership working

Skills and Abilities

- Ability to work within a high performing team
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently and effectively
- Ability to produce confident, clear written reports
- Awareness of basic IT packages
- Excellent time management and organisational skills with the ability to reach deadlines, within agreed budgets and to a consistently high standard
- Ability to write and deliver clear project plans and be able to effectively communicate these
- Ability to stay focused and efficient in the face of changing priorities
- Track record of successfully developing and implementing projects

Knowledge

- Awareness of current issues within the higher education sector and barriers to participation
- Understanding of University structures and extracurricular volunteering.

Education/Training

- No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is required.

Personal Attributes and other requirements

- Able to travel extensively within the Borough and Region.
- Able to work occasional evenings and weekends as role requires.
- May need to stay overnight for training and conferences. Advance notice given for flexibility.
- Works well in a team with a flexible approach to work
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work
- Commitment to the values and ethos of the organisation