

Recruitment Pack

**Academic Communities &
Representation Manager**

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 the 19,000 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.

The Academic Communities & Engagement Manager will be responsible for ensuring quality and innovative representation structures are established to amplify student voice at Greenwich. The role will lead growing our Academic Community offer so all students feel belonging on their course and have opportunities to engage outside of the classroom, across all three of our sites: Greenwich, Avery Hill and Medway. The role will lead the Academic Communities & Representation staff team to empower and support students, effect change at GSU, the University and beyond. This role will empower elected Officers and students across the diverse student population of the University of Greenwich to ensure students have effective mechanisms to come together and make positive change within their communities and beyond.

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 have any questions please email gsuhr@gre.ac.uk

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

Best wishes,
Uzma Arif-Fryer
Deputy Chief Executive

Staff Testimonials

Quote from Staff Survey

I've had the opportunity to realise my ideas, work in a creative and collaborative environment and trust empathetic management to support me in my progression.

Quote from Staff Survey

The feedback and support given by managers and higher members of staff is brilliant and makes for a super comfortable and inclusive working environment - I feel looked after as a member of staff.

Quote from Staff Survey

Everyone has the right intention and wants to make a difference for students at Greenwich.

Quote from Staff Survey

[I have] job security, good leave package, and my manager's guidance and support to develop my skills.

Quote from Staff Survey

[I appreciate] the support given by manager and staff, as well as flexibility to work and strong communication between staff and other members.

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. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within 2-3 days. 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.

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 send a recent copy of your CV and a covering letter, no greater than two A4 pages, setting out how your experience equips you for the role. If you do not submit a covering letter, you will be prompted to do so.

Step 2: Submit your completed application by the deadline as stated, remember to keep a copy for reference. We prefer to receive applications electronically; however, we will consider handwritten applications in black ink.

Step 3: Please also complete and return the Equal Opportunities Monitoring Form. Please note that applications received after the closing date will not be considered. This information will not be shared with the recruiting manager. We use this information to monitor our recruitment processes only.

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 & Representation Manager will be responsible for ensuring quality and innovative representation structures are established to amplify student voice at Greenwich. The role will lead growing our Academic Community offer so all students feel belonging on their course and have opportunities to engage outside of the classroom, across all three of our sites: Greenwich, Avery Hill and Medway. The role will lead the Academic Communities & Representation staff team to empower and support students, effect change at GSU, the University and beyond. This role will empower elected Officers and students across the diverse student population of the University of Greenwich to ensure students have effective mechanisms to come together and make positive change within their communities and beyond.

Reports to: Head of Student Voice and Representation
Responsible for: 4 x Academic Communities & Representation
Coordinator

DEPARTMENT/SERVICE

This role sits within the Student Voice and Representation Team and wider Membership Services department, together with other key areas consisting of; Advice and Wellbeing, Campus Engagement; Sport, Societies and Front of House. We provide a high-quality service for students, that they can shape, steer and be at the heart of.

JOB PURPOSE:

1.DUTIES AND KEY RESPONSIBILITIES

This postholder will be part of the Student Voice and Representation Team and will be expected to contribute to departments wider objectives and planning.

The post holder will:

- Manage the team to ensure structures, appropriate training and support are in place for Representatives to effect change at GSU, University and beyond
- Supporting the Deputy Returning Officer for the twice-yearly Students' Union elections to ensure they are fair, accessible and transparent to candidates and the electorate
- Work with the Democracy & Engagement Manager to understand engagement in Union democratic processes.
- Lead the delivery and management of various projects throughout the year including and not limited to; SLTA's (Student Led Teaching Awards), Academic Representation Conferences/Training and NSS interventions.
- Provide ongoing support to Student Representatives to ensure that representatives are empowered to create change, influence, and shape the policy and advocacy initiatives within the Union.
- Directly support GSU Officers to achieve their remits for the year
- Create and deliver training for the annual GSU Officer induction programme

KEY AREAS:

- Be an engaged and active member of the Membership team, contributing regularly and working collaboratively with peers
- Providing line management to the Academic Communities & Representation team and any additional staff, ensuring regular 121's, Appraisals and Personal Development Plans are in place
- Regularly support to the Officer team, helping to shape processes and structures as well as influence campaigns and policy on issues that matter to students, either locally or nationally
- Develop and maintain quality and effective representation structures for students to engage with their Union that are relevant, accessible, consistent and impactful.
- Develop and maintain Academic Communities, for students to build academic belonging and opportunities outside of the classroom.

STRATEGIC DEVELOPMENT

- Working with the Head of Student Voice and Representation, contribute to the strategic objectives of Membership, with a particular focus on Academic Representation, Academic Communities, NSS and governance.
- Work with colleagues across the team to ensure targets and metrics relating to APP, NSS and BAME Awarding Gap etc, are being met and regularly communicated through relevant forums
- Support GSU Officers and the wider SU to identify and influence University policies and procedures by regularly communicating research and findings to relevant stakeholders.

MONITORING AND EVALUATION:

- Create effective mechanisms for feedback through; surveys, focus groups, discussion panels and interviews with students and stakeholders relevant to the student experience, to strengthen understanding of student needs and experiences
- Create and maintain student participation databases
- Create and communicate regular reports/presentations to summarise data to inform and shape GSU and departmental strategy/policy.
- Ensure quality pathways of online data gathering tools
- Support Officers by preparing information, statistics and trends about key services to be shared within the University committee cycle

BUDGET AND FINANCIAL MANAGEMENT

- Work with the Head of Department for the budgetary planning; setting and reviewing of budgets relating to Academic Communities & Representation ensuring effective spend of budgeted sums and restricted fund
- Being responsible for delivering activity within the allocated budget and ensuring these are effectively managed and controlled
- Process invoices, Staff Savvy or equivalent, relating to the aforementioned budgets, where care, accuracy and security are important.
- Review and provide narrative for scrutiny at monthly management meetings with the Finance Team
- Process invoices or equivalent, relating to the aforementioned budgets, where care, accuracy and security are important.
- Being responsible for the monitoring, reporting and spend of multiple budget lines and ensuring cost effectiveness across all activity

STAKEHOLDER MANAGEMENT

- Collaborate with GSU colleagues, particularly the Campus Engagement and Advice Teams to ensure we have a consistent approach to how we work with and support students
- Work with elected students and faculty staff 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
- Build and maintain strong working relationships with relevant UoG staff, academics, faculties and departments including Academic staff, Student Academic Services, Facilities Management and our partners at Kent Union

2. 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.

PERSON SPECIFICATION

Essential Experience

- Relevant experience working in the youth, education, student union or other membership organisation
- Experience of working as part of a multi-functional team
- Experience of project management and operational management
- Experience of line management
- Experience of working with a range of stakeholders and partnership working
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently and effectively
- Good communication and presentation skills, with an ability to communicate ideas, issues, and procedures successfully at all levels and act as an external ambassador
- Ability to produce confident, clear written reports and be able to write succinct documents on complex areas
- Time management and organisational skills with the ability to manage others to reach deadlines, within agreed budgets and to a consistently high standard
- Able to draft policies and procedures with an eye for detail and accuracy

Essential Knowledge

- Awareness of current issues within the higher education sector
- Knowledge of Student Union governance, by-laws and democratic structures
- An understanding of effective charity and / or students' union governance
- Knowledge of relevant external bodies and organisations including NUS, OFS
- Knowledge of relevant health and safety legislation
- Knowledge of GDPR, external speaker processes, risk assessments

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. For example: ILM, City & Guilds etc.

Essential Personal Attributes and other requirements

- A role model who promotes high standards of ethics, integrity and honesty
- Able to travel extensively within the Borough and Region
- Able to work some evenings and weekends and stay overnight where necessary
- Driving license (preferred but not essential)
- Works well in a team with a flexible approach to work
- A commitment to the principles and practices of equality and diversity
- An ability to apply awareness of diversity issues to all areas of work.
- Commitment to the values and ethos of GSU.