

Recruitment Pack

Governance and Policy Coordinator

Dear Candidate,

📍 avery hill 📍 greenwich 📍 medway

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 Governance & Policy Coordinator will be responsible for coordinating effective campaigns, democracy, policy briefings, insight, and relevant projects across our three campuses at Avery Hill, Greenwich, and Medway. This role will empower elected Officers, support students engaging in our democratic processes and harness student intelligence to inform how we support our students to 'Become Their Best'. This role will co-create with students, to ensure they shape their Union and opportunities GSU can provide.

Opening: 09.06.25

Closing: 07.07.25, 23:59

Interviews: 11.07.25

Panel: Democracy and Insight Manager, GSU Staff Member and GSU Officer

Salary: £29,482.95 - 33,182.10*

****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

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 Ellie Snee, Democracy and Insight Manager at e.snee@gre.ac.uk

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

Best wishes,

Ellie Snee



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 Services - Membership

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.

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 Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

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

Candy Shack 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 online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



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 and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End 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 a week. 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 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 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.

Duties and Key Responsibilities

This postholder will be part of the Student Voice & Representation Team and will be expected to play a key role within Team planning and delivery of objectives.

The post holder will:

- With the Democracy & Insight Manager, deliver core democratic functions of GSU, and ensure effective process is continuously improved for our student members, including but not limited to; Officer Elections, Student Assemblies, Scrutiny Panels and relevant Student Forums.
- Be responsible and accountable for delivery of all GSU democratic practices, including but not limited to; implementation of democratic refresh changes, and contributing to an action plan for the academic year for our democracy and member engagement.
- Provide administrative support to the Officer team including campaign administration, reports and briefings.
- Provide detailed policy briefings to the organisation on key trends across Higher Education.
- Manage student staff to undertake key insight projects related to the needs of Officer Campaigns and relevant projects across GSU.
- Produce information and reports on student insight to share with GSU staff, Officers and University colleagues, to inform decision making on programmes and services.
- Work with Academic Communities & Representation Manager and Democracy & Insights/Research Manager to deliver a system of information sharing across University governance and feedback we capture from students, within the Team.
- Play a role in Student Voice & Representation team strategic planning and budgeting, including student staff budgeting.

Duties and Key Responsibilities

Key Areas

- Be an engaged and an active member of the Student Voice & Representation Team, contributing regularly and working collaboratively with peers.
- Be the lead team member for Policy briefings and articulating governmental policies to staff.
- Taking a key role in developing, training, and supporting elected Officers in their roles. This includes but not limited to; providing insight to inform decision making, briefings from the sector and supporting with campaigns.
- Provide briefings, workshops or alternative sessions to support student understanding of how to influence their Union and their knowledge of our democratic processes.
- Delivery of liberation through our democratic channels and needs of members, including but not limited to; campaigns, impact and understanding issues.
- Support our calendar of democratic work and the implementation of democratic changes within GSU.

Student Intelligence & Insight

- Be able to produce informed reports showcasing student intelligence, to inform decision making across GSU and the University.
- Lead and manage student staff to support the delivery of work, and to empower them to be part of our team.
- Ensure data relating to projects work and campaigns is collected, analysed and reported.
- Ensure evaluation mechanisms are embedded working practises and that findings are shared and used to implement learnings with the goal of improving services.
- Support Officers by preparing information, statistics and trends about key services to be shared within the University committee cycle.

Budget Management

- Contribute to the budgetary planning of the project budgets and ring-fenced funding, ensuring effective spend of budgeted sums.
- Being responsible for delivering activity within the allocated budget and ensuring these are effectively managed.
- Oversee student staffing budget and forecasting.

Duties and Key Responsibilities

Stakeholder management

- Collaborate with GSU colleagues to ensure we have a consistent approach to how we work with and support students.
- Support students from all demographics, and particularly those from under-represented groups to engage with GSU Democracy so that elected Officers are representative of the diverse student body.
- Provide ongoing support to students to ensure that representatives are empowered to create change, influence and shape initiatives within the Union.

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.
- Lead delivery on the awarding gap project including monitoring progress of student-staff, liaising with senior stakeholders and working to the existing project plan

Personal Specification

Experience

- Relevant experience or exposure to a charitable organisation
- Experience of working as part of a multi-functional team
- Experience of understanding information to inform decision-making
- Experience of project management and operational 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 and be able to write succinct documents on complex areas
- 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
- Knowledge of relevant external bodies and organisations including NUS, OFS etc
- Knowledge of Higher Education Policy
- Knowledge of relevant health and safety legislation
- Knowledge of GDPR, risk assessments and external speaker processes

Education/Training

- No one specific qualification is required, but evidence of recent continuing professional development.

Personal Attributes and other requirements

- Able to travel extensively to all sites, and to additional locations when required
- Flexibility to support key work activity across the Union, such as but not limited to; Welcome, Elections
- 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