

Job Description

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| Post: | Student Voice Manager |
| Grade: | 6 |
| Hours: | 1665 per annum (reducing to 1628 after 5 years' service) |
| Responsible to: | Director of Membership Development |
| Responsible for: | Outreach Coordinator, Representation & Democracy Coordinator, Academic Engagement Coordinator, Student Voice Coordinator, Casual Student Staff |
| Accountable to: | The democratic decision-making processes of the organisation, in line with the Constitution. |

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| Post Holder | VACANT | JD last reviewed | March 2015 |
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Purpose of Post:

Under the direction of the Director of Membership Development, to manage, develop and deliver the operational support required to strengthen all representation and democracy functions, alongside a comprehensive training programme for all elected representatives and the wider student population. To support and develop increased engagement in 'Student Voice' activities to ensure students are actively involved in improving their experiences whilst a Plymouth University student.

Areas of responsibility

- Includes Representation and Democracy, Student Voice Activities and Student Engagement, Working with Executive Officers.
- The post-holder is a member of the Students' Union's Middle Management Team and will work with other Middle Managers on joint projects. Any strategic decisions will be made by the post holder's line manager (Director of Membership Development) and all operational decisions with wide-ranging consequences should also be approved by the post holder's line manager (Director of Membership Development).

Duties and Responsibilities:

Representation and Democracy

- To maintain a current understanding of relevant legislation relating to campaigning and civil protest and be a source of advice, to Student Representatives and staff, on the practical and legal issues relating to public campaigning and civil protest, including demonstrations and occupations.
- To maintain a current understanding of the Constitution and Bye Laws; providing advice and guidance to colleagues and members.
- To contribute to reviews of the Constitution and Bye Laws to ensure that it supports effective representative engagement within the Students' Union.
- To work collaboratively with others to ensure that the representative work undertaken within the Students' Union, including campaigns and projects are underpinned with evidence, achieves and demonstrates outcomes and articulate impact.
- To work with Executive Officers and Student Representatives to ensure that appropriate support is given and that the Union maintains a comprehensive and accessible corporate memory of meetings (e.g. Union Executive Committee, AGM, Forum meetings).
- To manage student representative systems, elections of Executive Officers and Student Representatives, training and support.
- To keep abreast of current topics and policy within the Higher Education environment and Students' Union movement.

Student Voice Activities and Student Engagement

- To constantly strive to increase student participation in Students' Union activities, including students' in Partner Institutions.
- To utilise learning from Student Voice engagement, campaigns, projects, training and activities to continually develop and strengthen representative engagement.
- To work in partnership with colleagues and with appropriate partners locally and nationally to develop and deliver training and development opportunities for all students.
- To ensure that legislation and best practice, particularly relating to duty of care is adhered to in all student activities.

Working with Executive Officers and elected Student Representatives

- To endeavour at all times to empower the Executive Officers and Student Representatives through the provision of training, advice, information and practical support.
- To take a collaborative approach with the Executive Officers (and other staff) to ensure the effective delivery and implementation of all democratic processes.

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- To ensure that Executive Officers and Senior Managers are appropriately briefed on all aspects of Higher Education policy and research, relevant to students and Students' Unions.
- To provide effective support including briefing and debriefing for Executive Officers meetings with the University and other stakeholders.
- To plan, deliver and evaluate an appropriate tailored Executive Officer training programme.

Operational Management

- To develop, implement and monitor annual business operating plans for the department.
- To report progress regularly to the Director of Membership Development.

People Management

Reporting any issues to the Director of Membership Development:

- To provide leadership, direction and coaching for direct reports to ensure they work to the optimum of their effectiveness.
- To co-ordinate the work and monitor the workloads of direct reports, undertaking performance reviews against agreed key performance indicators.
- To identify individual training and development needs for direct reports, and assist in their development.
- Monitor staffing levels to ensure that they are adequate and effective.
- To support and take part in the recruitment of new staff, as per the Recruitment Policy.
- To undertake performance management of staff including appraisals, in line with the Appraisal Policy.

Financial Management

- To be responsible for the annual setting, monitoring, and achievement of the Student Voice budget.
- To report on a monthly basis on any significant variances to budgets and appropriate actions to address such variances.
- To maintain financial controls and ensure the Finance Department receives all relevant financial information promptly, in accordance with the financial procedures.
- To lead staff in best practice in financial management and to ensure that financial systems are adhered to at all times.

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Service Delivery Management

- To lead on and ensure the delivery of a service that exceeds the expectations of customers.
- To ensure that service areas are clean, tidy and operating to a high standard, and that all investment and maintenance needs are dealt with appropriately.
- To deal with customer feedback in a courteous, efficient and timely manner
- To be responsible for the development and maintenance of relevant policies

Marketing and Research

- Responsible for the marketing of the Student Voice Team, with support from the Marketing Team
- To work collaboratively with the Director of Marketing and Communications and the Director of Membership Development to ensure a joined up approach to research is taken e.g. NSS data / Student Surveys.

Committees and meetings

- The post holder will sit on the following committees:
 - None specified
 - Any additional committees deemed suitable in line with the duties of the role
- The post holder will attend the following meetings:
 - Coffee Briefings
 - Any other meetings deemed relevant

General:

- To understand and uphold the Vision, Mission and Values of the organisation and ensure that these guide and inform the work and conduct of the post holder. UPSU has a democratic decision-making process and the post holder must always respect this when carrying out his/her duties
- To keep UPSU's strategic plan in mind at all times, aligning all work efforts with the plan
- To be knowledgeable of the UPSU Constitution, as it applies to this post, including any legal requirements
- To work in accordance with all UPSU policies and procedures, including Health and Safety, Staffing Protocols, Financial Procedures and the UPSU Equal Opportunities Policy
- To work in accordance with UPSU's Environmental Policy, contributing to UPSU's Green Impact Award (accredited through NUS) in line with recommendations made by the Green Champions Group

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- To undertake duties from time to time as requested by the Union Management that may be reasonably considered within the scope of the post
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post
- To attend all Staff Development Days and training as required. Flexibility in working hours may be required to accommodate this
- To contribute to the positive image of the Union with students, the University, stakeholders and the local community.
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the Students' Union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

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Person Specification

| Criteria | Essential | Desirable |
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| Education | 1. Degree level education or equivalent qualifications and experience. | 1. Training qualification 2. Project management qualification |
| Experience | 2. Experience of supervising staff. 3. Demonstrable experience of research, summary and report writing. 4. Experience of assessing the needs, design and delivery of training. | 3. Experience of managing staff. 4. Experience of representational support work or similar. 5. Project leadership experience. 6. Experience of sourcing and assessing appropriate external training. 7. Experience of delivering training. |
| Knowledge | 5. Detailed understanding of the HE environment | |
| Skills | 6. Able to read, understand and summarise complex policy and strategy documents. 7. One to one coaching and mentoring. 8. Highly organised with good time management. 9. Able to focus on results and work to deadlines. 10. Strong communication & presentation skills. 11. Multi-tasking to several projects and individuals. 12. Strong IT skills. | 8. Conversant with current forms of communication including the web, social networking and Twitter. |
| Personal Qualities | 13. Professional and discreet when handling sensitive or confidential information. 14. Resilient and adaptable. 15. Self-motivated. 16. Commitment to self-development. 17. Good understanding of and commitment to Equal Opportunities within the work place. 18. Strong commitment to the requirements of working within a democratic organisation. | |
| Availability | 19. Flexible on working hours, to meet the needs of the role, including some UK travel. | |