Job profile

Job title	Student voice coordinator
Reports to	Student voice manager
Responsible for	Student staff
Salary	£33,146

Job purpose

The postholder will be responsible for supporting the development and delivery of student representation activities and systems. They will support relevant projects, including organising and servicing meetings, democratic forums and other events. They will deliver training, support and other development programmes for relevant student representatives to empower them to effect change.

Duties

- Support student representatives to effect change in the University by providing relevant administrative support to meetings, activities and projects
- Support colleagues to implement the student voice strategy which focuses on creating, scaling and developing representative structures.
- Deliver training to student representatives
- Undertake and synthesise research on current higher education issues, student trends and institutional policies to provide clear briefings and data-driven insights for student leaders and staff
- Support the operation and execution of Union election processes, cross-campus democratic votes, and student accountability structures where required.
- Support student-led campaigns and policy development, helping student representatives to reflect the views of our hyper-diverse membership
- Support the development of digital service delivery

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications (application form)

- Educated to degree level (any) OR equivalent experience in voice or representation
- Relevant continuing professional development (desirable)

Professional experience (application form, interview)

- Working in a similar role with proven success
- Developing relevant solutions to engage and target specific student audiences
- Planning, executing, and reviewing democratic meetings, forums, training sessions, or student consultation events
- Servicing committees or formal meetings, including agenda setting, minute-taking and tracking actions
- Developing and maintaining relationship with key stakeholders
- Managing teams of staff with proven success (desirable)
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities (interview)

- Understanding of personal development and empowerment through student representation and leadership roles
- Awareness of current trends in democratic engagement, campaigning and student voice mechanisms (desirable)
- Knowledge of higher education policy and the current challenges facing students, universities and quality assurance systems
- Understanding of legislation, charity law, and guidance affecting students' unions and democratic structures (desirable)
- Excellent organisational skills including managing conflicting priorities and a diverse workload
- Able to take on responsibility for delivering tasks to ensure targets are met
- Able to communicate and work effectively in a team and using own initiative
- Excellent inter-personal skills including being able to clearly communicate with other staff members at all levels
- Excellent IT skills including Microsoft Office
- Innovative and creative approach to work

Personal attributes (interview)

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences