



JOB DESCRIPTION

JOB TITLE:	HEAD OF STUDENT VOICE
RESPONSIBLE TO:	CEO
RESPONSIBLE FOR:	Departmental staff & resources
SALARY:	Undeb Aber Manager grade
HOURS:	Full-time (36.5 hours per week) to be worked flexibly in negotiation with line manager.
DATE OF WRITING:	January 2022

PURPOSE OF ROLE

To oversee the management, delivery and development of high quality campaigns, democracy, policy and representation provision. To empower students to shape their Students' Union and enhance their University experience and ensure that Undeb Aber is the primary voice of students.

To be a proactive member of the Undeb Aber Leadership Team, contributing to developing and achieving organisation wide objectives and strategy within budget.

DUTIES AND RESPONSIBILITIES

1 Leadership & Management

- To be a proactive, supportive and responsible member of the Undeb Aber Leadership Team.
- To support the CEO and Leadership Team in the development, delivery, monitoring and evaluation of long-term organisational strategy.
- To commit the resources of this department to advancing the collective purpose and strategy of Undeb Aber.
- To provide effective management of the staff resources of the department, including supporting, empowering, and challenging staff to succeed within budget.
- To commit to the development of the department staff to promote excellence in staff impact and achievement.

- To apply the Undeb Aber HR and staff management policies consistently and effectively
- To support Officers and Representatives to do a great job of representing and influencing for Undeb Aber's members
- To work with other managers, departments, and partners to advance the collective goals of the SU
- To encourage and promote partnership working between staff, departments, and organisations to achieve mutually beneficial objectives
- To effectively and responsibly manage the budgets and resources designated for use by this department.

2. Campaigns and Democracy

- To oversee effective and widely understood student democratic policy-making systems, including Senedd (or equivalent)
- To develop and deliver opportunities for students to shape the Students' Union and their University experience through Undeb Aber democracy, ensuring high levels of awareness and improving levels of engagement.
- To promote and support a culture of effective grassroots campaigning, providing support and training for student activists to champion causes.
- To oversee and deliver engaging, free and fair representative elections as per the Undeb Aber cycle of business.
- To liaise with NUS, AU and other key colleagues and partners to ensure effectiveness of elections and compliance with relevant regulations/legislation.
- To develop and maintain key partnerships and relationships to ensure the development and delivery of effective campaigns and democracy activity that reflects and refines best practice.

3. Representation

- To ensure student elected representatives, including Full-Time Officers, are trained, supported, challenged and empowered to effectively represent Undeb Aber's members
- To ensure effective accountability mechanisms are established and sustained to enable Undeb Aber members to hold their elected representatives to account.
- To ensure the provision of a best practice student academic/course representation scheme, enabling students to make effective representations and interventions in real time from a basis of mutual partnership between students and Aberystwyth University (AU)
- To develop and sustain mutually beneficial and productive relationships with key AU, particularly academic staff for the advancement of the course representation scheme.
- To support Full-Time Officers to raise representations with senior management and leadership within AU
- To ensure effective support for representatives and officers to raise representations and campaigns to advance SU democratic policy and officer mandates
- To support and encourage representatives and officers to consider student issues out with AU, including matters of local and national policy.

- To be the lead staff member in supporting Officers in the production of formal representation reports and documentation, such as the QAA Student Written Submission and the annual Student Voice Report.
- To support the provision of the Student-led teaching awards.

4. Policy

- To support Undeb Aber Officers and Representatives to make well-informed comment on and to influence SU and University policy and practice
- To support Undeb Aber Officers and Representatives to make well-informed comment on and to influence Government/Local Authority policy and practice
- To monitor, evaluate and report influence and impact achieved through such representation interventions.
- To monitor, evaluate and report key trends to inform the development of policy and political response

5. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote Undeb Aber's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of Undeb Aber.
- To be an advocate for Undeb Aber and our work, locally, regionally and nationally as opportunities arise.
- To work within the terms of the governing documents of the Union, principally the Constitution.
- To contribute to Students' Union publications and informational materials.
- To uphold reasonable expectations regarding health and safety, data protection and other relevant regulations and legislation as appropriate.
- To assist in key Students' Union events throughout the year including Welcome Week & Elections
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- To contribute to Union projects and participate in working groups
- To demonstrate Students' Union behaviours & standards in daily working life

CHANGES TO JOB DESCRIPTION

This job description may be subject to modification or amendment at any time following consultation with the post holder.

This job description is not intended to be an exhaustive list of tasks carried out by the post holder. It does, however, set out the main expectations of the Union in relation to the post holder's duties and responsibilities and the post holder may be expected to undertake alternative/additional work commensurate to the pay grade.

PERSON SPECIFICATION – HEAD OF STUDENT VOICE

CRITERIA	Requirement	Application	Interview
QUALIFICATIONS			
Good general education, typically to the A level equivalent	Essential	✓	
Evidence of relevant continuing professional development	Essential	✓	✓
EXPERIENCE			
Significant experience in one or more areas as mentioned in job description	Essential	✓	
Experience of working with a partner organisation or building positive relationships	Essential	✓	✓
Experience of managing a budget	Essential	✓	✓
Experience of managing a team and proven ability to achieve outcomes through the supportive management / leadership of others.	Desirable	✓	✓
Experience of supporting elected officers or officials	Desirable	✓	
Experience of working in a member led organisation	Desirable	✓	
KNOWLEDGE			
Understanding of current issues and themes in Higher Education and/or Students' Unions	Essential	✓	✓
Politically aware, with an appreciation of the value of campaigning to create change	Essential		✓
Working knowledge in one or more of the following areas: Developing democratic processes, developing policy, developing academic representation, supporting change campaigns	Essential	✓	✓
Knowledge of team dynamics and coaching/mentoring techniques	Desirable	✓	
ATTRIBUTES/SKILLS			
Able to empower and motivate others	Essential		✓
Able to understand working with a complex external organisation	Essential	✓	
Able to create and maintain strong working relationships	Essential		✓
The ability to work effectively in a team and own initiative	Essential	✓	✓
Strong numerical and analytical skills	Essential	✓	
Able to prioritise own work and that of a team.	Essential	✓	✓
The ability to explain complex processes and procedures in simple and accessible terms in writing and in person.	Essential	✓	
Able to overcome hurdles and problems in a constructive manner with a calm disposition especially under pressure	Essential		✓
IT competent with a working understanding of Microsoft Outlook, Word and Excel	Essential	✓	
Understanding and commitment to promoting equality and diversity and inclusive practices	Essential	✓	✓
Commitment to upholding the Students' Union values	Essential		✓
Ability to communicate through the medium of Welsh	Desirable	✓	