



JOB DESCRIPTION

JOB TITLE:	SUPPORT & REPRESENTATION MANAGER
RESPONSIBLE TO:	CEO
RESPONSIBLE FOR:	Departmental staff & resources
SALARY:	AberSU Manager grade
HOURS:	Full-time, annualised hours, to be worked flexibly in negotiation with line manager.
DATE OF WRITING:	3 rd August 2016

PURPOSE OF ROLE

To oversee the management, delivery and development of AberSU's Advice Service and high quality democracy and representation provision. To empower students to shape their Students' Union and enhance their University experience and ensure that AberSU is the primary voice of students.

To be a proactive member of the AberSU 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 AberSU 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 AberSU.
- 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 AberSU HR and staff management policies consistently and effectively
- To support Officers and Representatives to do a great job of representing and influencing for AberSU'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. Student Voice

- To oversee effective and widely understood student democratic policy-making systems, including student council (or equivalent) and the election of student representatives
- To ensure student elected representatives, including Full-Time Officers, are trained, supported, challenged and empowered to effectively represent AberSU's members
- To ensure effective accountability mechanisms are established and sustained to enable AberSU 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 promote and support a culture of effective grassroots campaigning, providing support and training for student activists to champion causes.
- 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.

3. Advice & Policy

- To ensure the provision of a high quality, independent advice and advocacy service that specialises in matters of student dispute with AU, including appeals, complaints, disciplinary procedures etc
- To ensure that any and all student issues brought to the service are signposted appropriately according to the best source of advice and support.

- To ensure effective focus of this service to avoid duplication or inefficiency, taking account of local and AU services.
- To develop working partnerships with local and AU service providers to ensure efficient and effective routes to appropriate services
- To keep, evaluate and monitor service usage data to establish key themes of issues impacting AberSU members.
- To provide Aber SU Officers and Representatives with well evidenced and articulated data to enable them to effectively represent the interests of AberSU members.
- To support AberSU Officers and Representatives to make well-informed comment on and to influence AU policy and practice
- To support AberSU 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 be the AberSU lead staff member on the development of and adherence to Data Protection policy.
- To be the AberSU lead staff member on the development of and adherence to policy regarding the safeguarding of vulnerable people.

4. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote AberSU's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of AberSU.
- To be an advocate for AberSU 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 – STUDENT SUPPORT & REPRESENTATION MANAGER

CRITERIA	Requirement	Application	Interview
QUALIFICATIONS			
Good general education, typically to the Higher/A level equivalent	Essential	√	
Evidence of relevant continuing professional development	Essential	√	√
University/College Degree	Desirable	√	
Management qualification	Desirable	√	
EXPERIENCE			
Demonstrable experience of working effectively on own initiative	Essential	√	√
Significant experience in one or more areas as mentioned in job description	Essential	√	
Experience of working with a complex partner organisation	Essential	√	√
Experience of giving advice or working in a membership organisation	Essential	√	
Experience of managing a budget	Essential	√	√
Experience of managing a team and proven ability to achieve outcomes through the management / leadership of others.	Desirable	√	√
Experience of supporting elected officers	Desirable	√	
Experience of working in a democratically led organisation	Desirable	√	
KNOWLEDGE			
Knowledge and understanding of current issues and themes in Higher Education and the issues that affect students, including issues relating to participation and involvement in HE	Essential		√
Politically aware, with an appreciation of the value of campaigning	Essential		√
Working knowledge in one or more of the following areas: University procedural advice, developing democratic processes, developing academic representation, supporting student campaigns, good practice in non-directive advice giving/advocacy	Essential	√	√
Ability to locate information and communicate it effectively to staff and students	Essential	√	
Knowledge and understanding of best practice in working with vulnerable people, including safeguarding.	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	Essential	√	√
Strong numerical and analytical skills	Essential	√	
Able to prioritise own work and that of a team.	Essential	√	√
The ability to be creative and innovative	Essential	√	√
The ability to explain complex processes and procedures in simple and accessible terms in writing and in person.	Essential	√	
Calm disposition especially under pressure	Essential		√

Able to overcome hurdles and problems in a constructive manner	Essential	✓	✓
IT competent with a working understanding of Microsoft Office	Essential	✓	
Ability to communicate through the medium of Welsh	Desirable	✓	
VALUES AND ETHICS			
Desire to work within a democratic student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within organisation servicing a culturally diverse membership	Essential		✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential	✓	✓
Demonstrably high standards of personal integrity	Essential		✓