



JOB DESCRIPTION

JOB TITLE: INSIGHT COORDINATOR

RESPONSIBLE TO: Head of Communication and Engagement

SALARY: Undeb Aber Coordinator grade: presently starting at £25,360 fixed term until the end of October 26

HOURS: Full-time (36.5 hrs), annualised hours, to be worked flexibly in negotiation with line manager.

DATE OF WRITING: November 2025

PURPOSE OF ROLE

To lead Undeb Aber's work in gathering, analysing, and sharing insight into student views and experiences. The role ensures that the Students' Union, its officers, and staff are guided by robust evidence and intelligence when shaping priorities, campaigns, and services. The postholder will coordinate advisory groups, consultations, and feedback platforms, turning raw data into clear themes and actionable recommendations. They will build strong relationships with University colleagues, supporting them to understand and act on student insight, and ensuring Undeb Aber is a trusted partner in shaping the student experience.

DUTIES AND RESPONSIBILITIES

1. Student Insight and Intelligence

- Coordinate our Undeb International, Disability, Liberation and Student groups Advisory Groups, take notes and report on key themes and findings.
- Support and develop consultations to capture diverse student perspectives and experiences.
- Analyse qualitative and quantitative data to identify trends, themes, and emerging issues.
- Produce clear reports, briefings, and dashboards to inform SU officers, staff, and stakeholders.
- Ensure insight is embedded into SU decision-making, campaigns, and service development.
- Support University departments in providing and supporting student feedback, offering SU expertise and partnership.
- Build and maintain strong working relationships with University colleagues, ensuring student insight is shared and acted upon collaboratively

2. Formal Feedback and analysis

- Lead on the administration and reporting of Unitu (ana Academic Feedback platform), ensuring student feedback is captured, responded to, and escalated appropriately.
- Support the analysis of SSCC (Staff Student Consultative Committees) outcomes, identifying recurring themes and areas for improvement and communicating to Reps and relevant SU and University staff.
- Coordinate SU NSS (National Student Survey) analysis, highlighting trends and opportunities for action.
- Provide regular website analytics intelligence to SU staff to inform planning and delivery.

3. Student Engagement and Communication

- Actively engage with students to gather feedback on issues affecting their experience.
- Support SU officers and staff in designing and delivering consultations and surveys.
- Contribute to SU publications and communications by sharing insights and evidence in accessible formats.
- Support Engagement insight from Native (our media sales partner) data

4. Other Duties:

- To attend meetings, conferences and training events that may support the effective achievement of the above tasks, and which may promote Undeb Aberystwyth's interests, locally, regionally and nationally.
- To positively promote and uphold the values and policies of Undeb Aberystwyth.
- To be an advocate for Undeb Aberystwyth 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 – INSIGHT COORDINATOR

CRITERIA	Requirement	Application	Interview
QUALIFICATIONS			
Good general education, typically to the Higher/A level equivalent	Essential	✓	
University/College Degree	Desirable	✓	
Data, research or insight qualification	Desirable	✓	
EXPERIENCE			
Demonstrable experience of working effectively on own initiative	Essential		✓
Experience of arranging engaging consultation meetings and activity	Essential	✓	
Experience of working with data, analysing and reframing for a range of audiences	Essential	✓	✓
Experience of developing and supporting projects	Essential	✓	✓
Experience of using a wide range of online media including online social networks and developing/managing website content.	Desirable	✓	✓
KNOWLEDGE			
Working knowledge of impact measurement in a representation environment	Essential	✓	✓
Knowledge of best practice approaches to consulting and sharing data	Essential	✓	✓
Understanding of current issues and themes in Higher Education and Students' Unions	Essential		✓
ATTRIBUTES/SKILLS			
The ability to work effectively in a team and to empower and motivate others	Essential	✓	✓
Self-starter with can do attitude and a calm disposition especially under pressure. Self-motivated and self-reliant.	Essential		✓
Exceptional Interpersonal and Communication Skills (Written and Oral)	Essential	✓	✓
Able to create and maintain strong working relationships	Essential		✓
Able to overcome hurdles and problems in a constructive manner	Essential	✓	✓

Confident and capable of enthusiastic outreach work involving speaking to students	Essential	✓	✓
Skilled in interpreting data, including financial statements, policy documents and research briefings	Essential	✓	
Skilled in IT, including a thorough understanding of Microsoft Office, good understanding of social media tools including Facebook, Twitter and website work.	Desirable	✓	✓
Ability to communicate through the medium of Welsh	Desirable	✓	
VALUES AND ETHICS			
Desire to work within a democratic student led environment and put students first	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		✓