



**Recruitment Pack**

**Head of  
Student Voice**

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# Helo!®



## Trish

Chief Executive Officer

Thank you for your interest in our varied roles here at AberSU, based on the beautiful Welsh Coast of Aberystwyth.

We are proud of what we do and are looking for a manager who will join us to develop our services and lead our Student Voice Team. You will need to share the values of the SU and commitment to our Leadership Team, working closely with them and the wider staff team to take us to the next level.

We are a member-led charity, funded by the University and together with Students we strive to create a world class student experience for all. As an operational manager, you will lead a small team of staff to engage with our membership, foster a culture of student leadership and deliver a student focussed service.

You will be taking up the role as we embrace our next stage of change; we are investing heavily to adapt in new ways of working, now and post-covid. If you feel excited by these opportunities and would like to join our team, we look forward to hearing from you.

# About us..

## Aberystwyth Students' Union wants Aber students to love student life!

Led by students and supported by a team of staff, We strive to ensure that Aber students have an epic student journey, are happy, healthy and empowered, with lasting friendships and promising futures. All students at Aberystwyth University are automatically a member of AberSU.

We provide students with a range of benefits and opportunities to get involved in, including:

- Helping students to meet new people, make friends and build communities
- Supporting and developing student Sport Clubs and Societies
- Supporting, training and working with Academic Reps to have a positive impact for students at course level

- Free, impartial, friendly and confidential advice
- A representative voice for all Aberystwyth University students
- Opportunities for students to campaign on the issues they care about
- Spaces to study, meet and socialise

We are a democratic, charitable organisation and have a responsibility to act ethically and responsibly in all that we do, contributing to the wider community and limiting our impact on the environment.

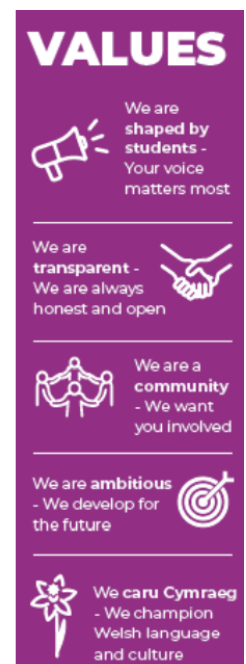
We hope that you will enjoy working as part of our sharing and supportive team and that you grow and develop existing and new skills and abilities along the way.



**MISSION**  
We want Aber students to **love** student life



**VISION**  
Aber students should be **happy, healthy** and **empowered**, with **lasting friendships** and **promising futures**.



**VALUES**

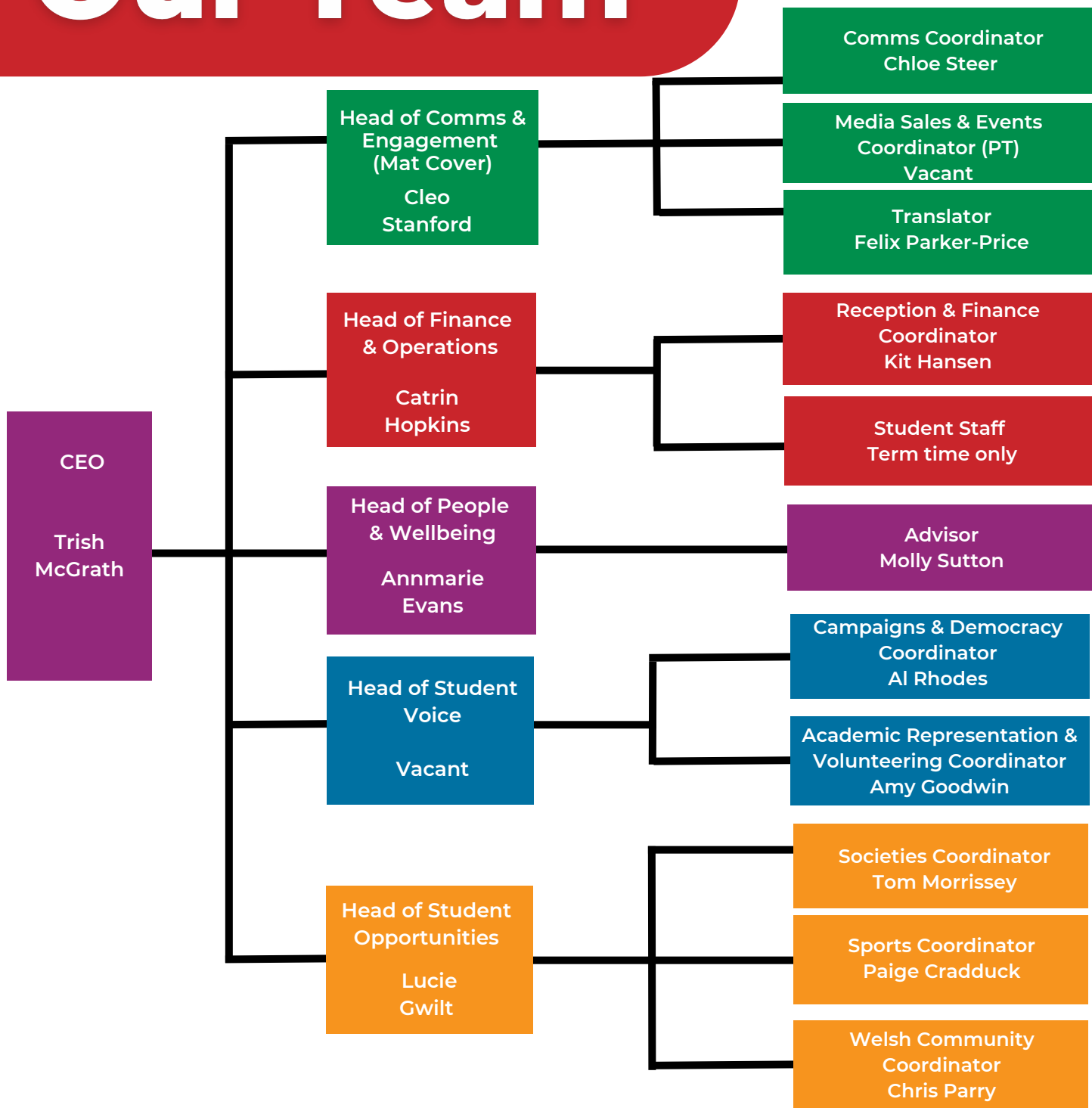
- We are **shaped by students** - Your voice matters most
- We are **transparent** - We are always honest and open
- We are a **community** - We want you involved
- We are **ambitious** - We develop for the future
- We **caru Cymraeg** - We champion Welsh language and culture



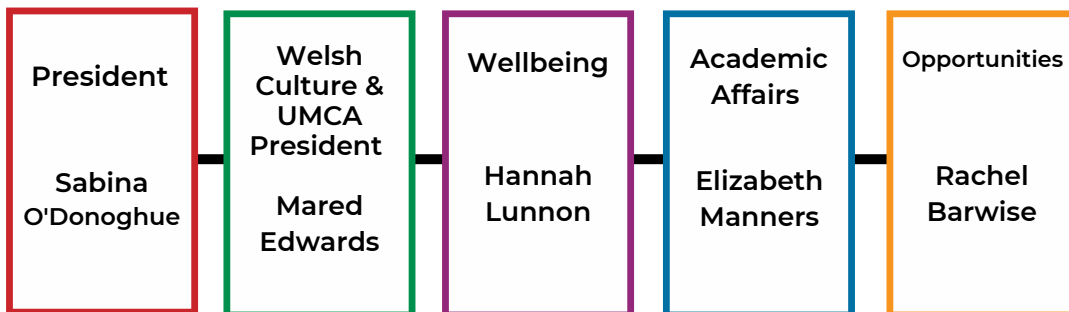
**PROMISES**

- We will provide opportunities to find your **Aber community**
- We will be a **positive influence** for students
- We will support you to be **happy and healthy**
- We will help to grow your **skills and experiences**

# Our Team



## Elected Full-time Officers



# Benefits

- We offer competitive salaries with an annual incremental salary scheme
- We offer all staff a minimum of 28 days annual leave each year in addition to 8 days bank holidays and paid closure days over the Christmas period.
- We offer enhanced maternity and paternity pay for eligible staff
- Supportive contractual sickness policy and supportive policies around absence for medical appointments and urgent childcare.
- We're a Real Living Wage employer
- Flexible working /Time off work including:
  - Parental Leave
  - Dependents Leave
  - Medical Appointments
  - Compassionate Leave
  - Career Breaks
  - First Day at School
- Staff automatically join our Pension Scheme, where we will pay up to 10% of your salary into the scheme
- Employee Assistance Programme - Access to confidential counselling and support
- Wellbeing hours - 2 hours of wellbeing a week available to ensure downtime and a good work/life balance
- We are a Mindful Employer - We are committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidently, and aspire to appropriately support the mental wellbeing of all staff.
- Halo Hair Code - In this workplace, we recognise and celebrate our colleagues' identities. We are a community built on an ethos of equality and respect where hair texture and style have no bearing on an employee's ability to succeed.

62%

of individual Aber students engaged in AberSU activity

20%

turnout in our 2022-23' Officer Elections

AberSU recognised with a Chwarae Teg 'Leading' FairPlay Employer award

Nearly 1 in 2

members of sports teams are women

#ThisAberGirlCan

# Job Description

## JOB TITLE: Head of Student Voice

Responsible to: CEO

Responsible for: Departmental staff & resources

Salary: AberSU Manager grade: presently £26-29k

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 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

#### 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.

#### 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 AberSU 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 AberSU 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 the reflects and refines best practice.



## Representation

- 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 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.

## Policy

- To support AberSU Officers and Representatives to make well-informed comment on and to influence SU and University 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 monitor, evaluate and report key trends to inform the development of policy and political response

## 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





# Person Specification

CRITERIA	Requirement	Application	Interview
<b>QUALIFICATIONS</b>			
Good general education, typically to the A level equivalent	Essential	✓	
Evidence of relevant continuing professional development	Essential	✓	✓
<b>EXPERIENCE</b>			
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	✓	
<b>KNOWLEDGE</b>			
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	✓	
<b>ATTRIBUTES/SKILLS</b>			
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	✓	

# Want to apply?

## Here's how:

- Download the application form from our website:

Go to:

[www.abersu.co.uk/aboutaber/jobs/](http://www.abersu.co.uk/aboutaber/jobs/)  
to view person specifications, job descriptions and access application forms.

- Email us your application form

When you're ready to apply, email your application form to [ceostaff@aber.ac.uk](mailto:ceostaff@aber.ac.uk)

