



JOB DESCRIPTION

JOB TITLE:	STUDENT VOICE COORDINATOR
RESPONSIBLE TO:	Student Support & Representation Manager
SALARY:	AberSU Coordinator grade: presently £19-21k
HOURS:	Full-time, annualised hours (36.5 hours per week), to be worked flexibly in negotiation with line manager
DATE OF WRITING:	November 2019

PURPOSE OF ROLE

To ensure that the Students' Union is empowering students and student representatives to have a strong voice that shapes the Students' Union, their educational experience, and that is heard locally and nationally. To support and enable student representation, in particular through the course level representation scheme, AberSU democratic channels, upholding principles of democracy. To be an active outreach member of staff that is proactive in going out to talk to students about their experiences and views.

DUTIES AND RESPONSIBILITIES

1. Student Voice

- To monitor, record and report outputs and impacts from the academic representation scheme.
- To ensure the opportunities and impacts of the academic representation scheme are communicated broadly amongst members to promote awareness and scrutiny.
- To be the lead facilitator of student voice reports that track and highlight current student experiences, views and impacts.
- To report themes and recurring issues of concern raised by the academic representatives to the Academic Officer and relevant team members.

- To work in partnership with SU and AU colleagues to develop and deliver a consistent, engaging and impactful system of course-level representation.
- To work with AberSU and AU colleagues to ensure the AU systems, policies and processes are effective and supportive of high quality student academic representation, for mutual benefit.
- To work with AberSU officers and staff to link the student academic representation outcomes and data with Officer priorities and actions.
- To support AberSU officers to raise representations regarding academic representation matters, including those arrived at by NSS data.
- To promote the principle of partnership between students and academics in the provision of a high quality education.
- Facilitate, share and implement good and innovative practice in the area of liberation.
- Support students to mobilise and campaign on the issues that matter to them.

2. Elections Facilitation

- To plan, prepare and deliver free and fair representative elections as per the AberSU cycle of business.
- To work with AberSU staff and officer colleagues to review election performance annually.
- To work with AberSU staff and officer colleagues to develop new and creative methods of recruiting candidates and voters to promote maximum engagement with elections.
- To liaise with NUS, AU and other key colleagues and partners to ensure effectiveness of elections and compliance with relevant regulations/legislation.
- To be the keeper of AberSU elections policy, ensuring it is upheld and reviewed appropriately.

3. Democratic Policy Facilitation

- To be the lead staff member of all AberSU internal democratic events, functions and forums, including student council, AGM, referenda and/or other methods of democratic influence relative to the AberSU student voice operation.
- To be the keeper of the democratic policy file, ensuring policy is kept up to date and accessible by members.
- To maintain a review of policy implementation progress to support and inform elected representatives' delivery and scrutiny of policy performance.
- To work with national and regional colleagues to maintain a view of regulatory duties and limitations to inform democratic policy makers and governance leaders' decision making.
- To report newly approved policy positions to Trustees.
- To provide and maintain avenues to effectively communicate policy developments and implementation progress to members for awareness and scrutiny.

- To promote generally and widely the opportunities available to students to shape their educational experience through AberSU democracy, ensuring high levels of awareness and improving levels of engagement.

4. Representative Training & Support

- Working with key colleagues, to plan, prepare and support delivery of an annual cycle of induction and training for all new elected representatives including campaign planning, tactics and implementation.
- To support campaigners and elected representatives in the delivery of their campaign/role profile, including meeting, advising and training.
- To link elected representatives into relevant political and development opportunities provided by NUS and other key partners, including attendance at conferences and training events.
- Pro-actively reach out to and work with liberation groups and representatives to ensure a dynamic and thriving liberation campaign at AberSU.
- To support elected representatives in the delivery of their priorities, advising on related legal and regulatory matters to ensure compliance, including supporting the raising of campaigns and change projects.
- To support elected representatives in responding to real-time issues and matters of concern/interest that arise during their tenure.

5. 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 VOICE COORDINATOR

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education, typically to A level equivalent	Essential	√	
Volunteer management qualification	Desirable	√	
EXPERIENCE			
Experience of arranging engaging meetings and events	Essential	√	√
Experience of planning and implementing promotional and communication campaigns using a wide range of media including online social networks and developing/managing website content.	Essential	√	√
Experience of explaining and/or advising others in relation to complex processes and procedures using simple and accessible terms in writing and in person.	Essential	√	
Personal experience of campaigning to create change and/or experience of playing a key role in a democratic/policy based organisation	Desirable	√	√
Experience of supporting political/community representatives, working to achieve policy and/or working to support liberation campaigns and activity	Desirable	√	√
KNOWLEDGE			
Working knowledge of campaigning approaches, tactics and impact measurement, including uses of social media and viral video marketing	Essential	√	√
Understanding of current issues and themes in Higher Education and/or Students' Unions	Essential	√	√
Knowledge of approaches to lobbying and influencing in complex organisations such as universities or governmental organisations	Desirable	√	√
Knowledge of current trends in student democracy and representation and policy work	Desirable	√	√
ATTRIBUTES/SKILLS			
Able to empower and motivate others	Essential		√
Able to work with complex individuals, situations or organisations	Essential	√	
Able to create and maintain strong working relationships	Essential	√	√
The ability to work effectively in a team and own initiative	Essential	√	√
Confident and capable of enthusiastic outreach work involving speaking to students	Essential	√	√
Able to overcome hurdles and problems in a constructive manner with a calm disposition especially under pressure	Essential	√	√
Highly skilled in time-management and prioritisation	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	√	