

NOTTINGHAM TRENT STUDENTS' UNION

APPLICATION PACK

NTSU

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TRENTSTUDENTS.ORG



Student Voice Coordinator Recruitment Pack January 2019

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NTSU – Key Facts

NTSU is a vibrant, dynamic and fulfilling organisation to work for. Our mission is to involve, represent, develop and entertain Nottingham Trent Students and to enhance their university experience. Our vision is to be a leading students' union in areas that matter to our members and we have been recognised for our achievements over recent years, including:

- NUS HE Students' Union of the Year 2015
- NUS Officer Team of the Year 2014
- NUS Community Engagement Award 2013
- Currently in the top 10 nationally for student satisfaction (in both NSS and Times Higher Education)
- The Students' Union Advice and Information Service holds the Advice Quality Standard
- Holder of the NUS Green Impact Award
- Holder of the Best Bar None Gold Award
- Holder of Investing in Volunteers Quality Standard
- NUS Staff Engagement award winner 2014

NTSU is a democratic and member-led organisation, with a membership that is made up of the roughly 30,000 students currently enrolled at NTU. Every student has the right to take part and vote in every democratic forum that exists within the Union, including voting for the Student Executive which is responsible for overseeing the strategic direction of the organisation. Operational management of NTSU is the responsibility of the CEO and a small team of senior managers whilst financial oversight is provided by a Board of Trustees.

To view videos covering our activity, please visit: <https://www.facebook.com/TrentStudents/>

Our values

We are proud of our values, which guide the way our staff work and how we go about our business. Our values are:

- Act with integrity: as an organisation and as individuals, behave ethically, fairly and honestly at all times
- Be student-focussed: passionate about improving the university experience of NTU students
- Be accountable: taking personal responsibility for the part we play in our students' union, its mission and values, the student body and wider society
- Be inclusive: underpinning everything we do with mutual respect, an appreciation of the value of each individual and a celebration of diversity
- Be agile: approach everything we do with open-minded dynamism and a passion to be the best we can be

The Job – Key Facts

Job title	Student Voice Coordinator
Salary range	£19,985 - £20,293 per annum
Department	Student Voice – Membership Services
Working pattern (hours/weeks etc.)	37.5 hours per week with some evening and weekend work
Location	The post-holder will work across all NTU campuses as necessary
Responsible to	Student Voice Manager
Supervisory responsibility	Student staff & Volunteers
Job purpose	To work with the Student Voice Team to deliver innovative and responsive representation which drives positive impact for our members.

Main duties and responsibilities

1	To support the Student Voice Manager in developing innovative and responsive representation systems for our members in line with the NTSU strategic plan.
2	To design and undertake targeted projects to engage students in line with our strategy. This will include postgraduate, and underrepresented groups.
3	To develop and deliver training and provide ongoing support for students and elected representatives.
4	To deliver insight reports through research, evaluation and reporting on student feedback.
5	To facilitate academic representative elections across the university with the Student Voice Team and university staff.
6	To work closely with the Vice President Postgraduate to raise the profile and impact of the postgraduate academic representation system.
7	To help work towards continual improvement in the team and report on key performance indicators.
8	To work with staff and officers to identify trends in feedback from representatives and support the implementation of positive change.
9	To maintain and administer records in line with data protection policies and procedures.
10	To develop and maintain effective partnerships with NTSU & NTU staff, elected officers and other stakeholders.
11	To work in partnership with colleagues on their projects at key times of the year.
12	To carry out any other duties that may be asked of you within your role.

Rewards & Benefits – a great place to work

NTSU employs a relatively small number of core staff (around 65), most of whom work year-round, and up to 400 student staff, who work mainly during the university terms. We are committed to the promotion of a positive working relationship with all members of our staff and are proud to invest in the ongoing development of our people.

Our benefits

- Contributory pension scheme
 - Subject to eligibility criteria, all new staff are automatically enrolled in NEST, a national contributory pension scheme. Ask HR for more details.
- Generous holiday entitlement
 - 20 days' annual leave (rising to 25 days after 5 years and 28 days after 10 years)
 - 8 bank holiday and statutory days
 - Up to 5 discretionary days (when the University is closed), including a generous break over Christmas and the New Year
- Flexibility
 - Our primary purpose is to provide the services that students want when and where they need them. This means that demands on staff, particularly in student-facing roles, can be very variable, so we work on the basis of mutual flexibility
- Staff Fun Fund
 - Every year, a fun, out-of-work activity is funded by NTSU via the Fun Fund. In past years, staff have been able to apply for cinema passes and tickets for the Nottingham Panthers Ice Hockey games
- Recognition & gifts
 - From recognising exceptional performance, to marking professional and personal milestones, NTSU works hard to ensure that staff feel appreciated and valued.

Training and Development Opportunities:

As a learning organisation, we are committed to the training and professional development of all our staff, providing:

- Full NTSU organisational induction
- Core mandatory training for example, Health and Safety, Data Protection, Equality Diversity & Inclusion
- Regular Professional Development Reviews for all staff, to identify individual training needs and career development opportunities
- Various Staff Conference Days
- Departmental team-building activities

The Recruitment Process

Below you will find a timeline of the recruitment / induction process for this position. Please note that all the dates given in this timeline are provisional and are subject to change, although we will endeavour to keep applicants informed of any significant changes.

Date:	Event:	Comments:
02/01/19	Applications open	Applications for this position are now being accepted.
20/01/19 (23:00)	Applications close	Applications for the position will close at 23:00 on this date.
22/01/19	Shortlisted applicants notified	If you have been shortlisted for interview, you will be notified by this date.
30/01/19	Interviews conducted	This date is provisional and subject to change.
01/02/19	Successful applicants notified	If you have been successful you will be offered a post by this date.

It's very important to complete the application form in full – if not, we will not be able to consider your application. You should ensure that your application demonstrates how you satisfy the person specification for the role, using relevant examples from your employment, education and life experience wherever possible.

Please also complete the diversity monitoring questionnaire. The information collected on this form is not made available to those shortlisting for the role, but is invaluable in helping HR to monitor the effectiveness of our advertising and the fairness of our recruitment.

If you have a disability, or have particular requirements that it would be helpful for us to be aware of when arranging the interviews, please let us know by email to HR@su.ntu.ac.uk or phone 0115 848 6267.

We are recognised as a Disability Confident Committed employer (having previously held the Two Ticks accreditation) and we offer an interview to any applicant with a disability who meets the minimum requirements of the person specification.

If you would like to discuss the role prior to application please contact the Student Voice Manager via email at ami.gell@su.ntu.ac.uk to arrange a convenient time.



JOB DESCRIPTION

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Secondary and other duties

1	To broker and facilitate the use of new and existing NTU facilities by NTSU activities/students.
2	To support and lead key events including but not limited to Welcome events, Freshers' Fairs, Awards and Democratic events.
3	To ensure work is delivered across all campuses of NTU.
4	To be able to give and receive constructive criticism.
5	To keep up to date with best practice and developments in the sector.
6	To ensure all activities are conducted in line with NTSU policies including but not limited to Financial Regulations, and Health & Safety Policies and Procedures.

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU.
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism.
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU.
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies.

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

PERSON SPECIFICATION

Job title	Student Voice Coordinator
Department	Student Voice – Membership Services
Responsible to	Student Voice Manager

Criteria	Essential	Desirable
Experience	Educated to a degree-level standard and/or experience relevant to the role	Working in a Students' Union environment and understanding of its democratic values
	Administration and working in an office environment	Events organisation
	Building and maintaining strong and productive relationships with external stakeholders	Managing/coordinating a team of volunteers
	Knowledge and/or experience of membership organisations	Empowering and supporting individuals and/or groups to make change happen and meet their goals
	Conducting desk research and compiling reports	Developing and delivering training programmes
		Working with elected officers/committee members to achieve objectives
		Project management
		Administering democratic processes,
		Experience of using a website content management system
Skills		Experience of servicing committees
	Ability to work within a close team environment with staff and elected student officers	Excellent digital skills
	Ability to maintain high levels of motivation when working independently	Self-management and organisational skills: ability to prioritise tasks and manage own day to day workload
	Excellent communication skills (both written and oral)	Ability to establish and maintain effective working relationships with a wide range of people within the University
	Ability to work and communicate confidently with a diverse range of people and groups	
	Ability to work well under pressure	
Knowledge	Excellent time management skills	
	An understanding of the issues affecting students and the Higher Education sector	A knowledge of the work carried out by NUS
	An understanding of issues relating to equality, diversity and inclusion	An understanding of data protection laws

	An understanding of representation systems used within students' unions	
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