

Be a voice for students

Campus Officers

London Officer

About Us

Campus
Officers

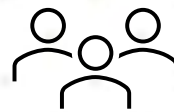
Nottingham Trent Students' Union is an independent, non-profit organisation affiliated with Nottingham Trent University. We exist to represent NTU students and enhance their personal experience from the moment they start their course. We are a democratic member-led organisation, meaning we are led by students, for students. We represent over 35,000 student members.

Our Mission and Values

We empower students to make NTU the best academic and personal experience for themselves and others.

Our values:

- Student-led
- Inclusive
- Supportive
- Forward thinking
- Ambitious



What can you expect from the role?

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You'll play a leading role in shaping academic and student experience for students at NTU London, making sure student voices are heard where it matters most. There are a few fixed time commitments to be aware of:

- Union Meeting – two per year
- School Forum – three per year
- School Academic Standards and Quality Committee (SASQC) – approximately six per year
- Academic Rep Assemblies
- Regular 1-2-1s with a NTSU staff member – every four weeks
- Regular 1-2-1s with an NTSU Executive Officer – every four weeks

You'll also likely be invited to meetings with NTU London staff as required, but don't worry, you will be paid for your time!

As a student facing role, you'll also be visible across site, your name and photo will be shared on our website, social media platforms and in physical spaces, helping students connect with their representative.

Got questions? We'd love to hear from you. Drop us an email at: jo.lewis@su.ntu.ac.uk

What does a typical month look like?



No two weeks in this role look the same. One week, you might be welcoming new students onto site; the next, you're running focus groups and liaising with students to find out what they want and need, turning the feedback you've gathered into change-making insights that help shape the work of the NTSU Executive Team. At other times, you could be supporting students to run social events or set up their own Societies at NTU London.

You'll have regular support, including a monthly 1-2-1 with your line manager, as well as catch-ups with an NTSU Executive Officer, to reflect on your role and the feedback you've gathered.

What skills can I expect to gain from the role?

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Communication

Networking

Leadership

Advocacy

Organisation

Collaboration

Problem-solving

Insight-gathering

Time Management

- Become an experienced community-builder, bringing people together and inspiring students to network, collaborate and run their own events and Societies.
- Grow your confidence as a communicator by presenting in meetings, reporting on student feedback you've gathered to drive real change, and interacting professionally with students, staff and committees.
- Step into leadership and advocacy by contributing to Forums, Rep Assemblies, and championing student voices at key site-level committees.
- Develop strong organisational skills as you balance responsibilities, preparing for committees, and planning meaningful engagement activities.
- Expand your network and collaboration skills by working closely with Reps, Societies, NTSU teams, and academic staff.

What support and benefits can you expect in the role?

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- You will receive a fully paid, full day training to set you up for success in your role.
- Benefit from regular support through monthly 1-2-1 meetings with your line manager, helping you grow and stay on track.
- Grow your professional networks, be visible at events and inspire students to make great connections.
- Take part in additional development sessions throughout the year to build on your skills and confidence.
- Stand out on campus with your own branded quarter zip sweater and lanyard, making you visible and approachable to students.
- Gain first-hand experience working alongside student leaders and staff across NTSU and NTU.



About the role

Job Title	London Officer (student staff)
Working Hours	Shift patterns are flexible around academic commitments and scheduled meetings; this will be determined in collaboration with line management.
Salary range	£12.71 per hour (plus 12.07% holiday pay)
Department	Membership Services
Job Purpose	Serve as the lead student representative for students at NTU London. You are expected to work closely with NTSU and NTU to improve all areas of the students' experience while supporting the creation and delivery of activities. You will advocate for an improved experience for students within the campus and wider NTU community.

Notes on the role

The role is for a fixed term during the 2026 – 2027 academic year, amounting to approximately 186 hours across this time, primarily worked during term time. This will be around 6 hours per week.

Any time required for training will be paid. All NTU London students, including postgraduate students, are welcome to apply.

Duties and Responsibilities

Act as the key liaison between students at NTU London and NTSU staff including the [Executive Officer Team](#) (“the Exec”), gathering and representing student feedback (e.g. via surveys, forums, meetings), and communicating updates, opportunities, and decisions through announcements, events, and direct engagement. Ensure effective two-way communication and representation of student feedback.

Meet regularly with NTSU & NTU colleagues, both within and outside formal meetings, to discuss student feedback and issues; attend and contribute to key forums and committees (including School Forums and School Academic Standards and Quality Committee (SASQC)) and build strong, collaborative relationships with staff across the NTU London site.

About the role continued...



Duties and Responsibilities

During the Freshers and Welcome period, act as a friendly and approachable first point of contact for new and returning students, promoting awareness of NTSU services, and supporting the design, development, and delivery of Welcome events and social meetups to engage all students, including those arriving later in the term.

Attend and contribute to NTSU democratic forums as required, including but not limited to Course Rep Assemblies, Union Meetings, Annual Meeting, Union Select Committees and Union Action Committees.

Attend any internal training, NUS training or other external training as required.

Advocate for an improved experience for students within NTU London and within the wider NTU community; advocate for London student inclusion in wider NTU initiatives.

Actively work with NTU London Course Reps, collating the feedback to be presented at NTSU and NTU meetings.

Contribute to new initiatives, events and opportunities that benefit students and areas of research within NTSU and NTU, as and when required.

Engage with the relevant Societies and student groups as an additional avenue for collecting student feedback. Actively encourage and support students to create or join Societies and hold their own events.

Maintain strong visibility within NTU London, proactively engaging with students through meetings, events and campus activity where appropriate; be a “familiar face” for students. This may include engagement with NTSU social media channels.

Be knowledgeable about the courses and areas of study at NTU London, and about students’ needs relating to these.

Be knowledgeable on services, activities and channels of representation offered by NTSU and NTU; be capable of signposting student queries to relevant departments and channels.

About the role continued...

Duties and Responsibilities

Contribute to wider NTSU projects, campaigns and initiatives, as appropriate to the role.

Produce termly reports for the NTSU Executive Officers and Student Voice Team.

Support the development and delivery of Course Representative induction sessions.

Communicate professionally and responsibly, using your official university email address and Microsoft Teams account for role-related communication. You will be expected to check these regularly and respond promptly, including within designated online representative channels.

Maintain regular communication with your line manager, and provide updates on progress, delivery of responsibilities, and any issues requiring support.

Engage in sustainable practices while in the workplace – accept and follow sustainable office policies and procedures. Make efforts to reduce the negative environmental impact of the work.

About you



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What experience, skills and knowledge would help you in this role?

Use our criteria below to support and guide you when completing your application.

Experience

Criteria	Essential / Desirable
A current NTU student, studying at NTU London at HE level (including postgraduate students).	E
Experience of speaking in front of groups of people.	E
Experience of being a Course Rep or other role involving representation and advocacy, including a society or club committee position.	D
Experience of organising and leading events, such as workshops, briefings, meetings or social events.	D
Familiarity with MS Teams.	D
Familiarity with sustainable office and campus practices.	D

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Skills

Criteria	Essential / Desirable
Approachable to students at all levels of study; able to build rapport with a diverse range of people and groups; capable of starting interactions.	E
Strong spoken and written communication skills; confident and articulate in delivering feedback.	E
Use a range of channels to communicate with students (e.g. in-person interactions, emails, online meetings, social media, etc).	E
Ability to manage own time, balancing personal studies with extra-curricular activities.	E
Ability to prioritise and handle multiple tasks.	E
Ability to collate feedback from different sources and make thematic connections or identify repeating issues.	E
Be a role model for students in interpersonal connection and building networks.	D
Experience of presenting and public speaking.	D

About you continued... **Campus Officers**

Knowledge

Criteria	Essential / Desirable
Awareness of issues impacting students at NTU London.	E
Awareness of the professional and networking needs of students across the different courses at NTU London.	D
Understanding of the services offered by NTSU and NTU.	E
Knowledge of how to respond kindly and sensitively to others who are confused or in difficulty, whilst utilising appropriate signposting.	D
Knowledge of on-site promotional channels for student-facing events and opportunities.	D
Awareness of professional networking opportunities that could benefit students across all courses.	D
An understanding of the representative and democratic processes at NTSU.	D
An understanding of issues relating to equality, diversity and inclusion.	D
An understanding of what can be recycled on campus, and how to recycle it properly.	D

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will:

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

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.