



## Job Description

### Head of Membership Services

<b>Contract type</b>	Permanent
<b>Working hours</b>	36 hours per week
<b>Location</b>	This role is expected to work across the Swansea, Carmarthen, and Lampeter campuses as required, with quarterly travel (estimated) to other UWTSD Group sites including Birmingham, London, and Cardiff.
<b>Responsible for</b>	Student Voice & Advocacy Co-ordinator Student Voice & Advocacy Co-ordinator Student Engagement Assistant: Carmarthen Student Engagement Assistant: Lampeter Student Engagement Assistant: Swansea Student Engagement Assistant: Satellite Campuses
<b>Reporting to</b>	Chief Executive
<b>Purpose</b>	<p>To be the senior staff member responsible for leading the advice, voice, and student opportunities staff.</p> <p>To be the senior staff member leading engagement with students from the Birmingham, London, and Cardiff campuses.</p> <p>To support and empower our student leaders to achieve their objectives.</p>



## **Principle Accountabilities**

### **1. Management & Leadership**

- i) Be a member of the Senior Management Team
- ii) To recruit, train, and performance-manage the Membership Services Team
- iii) Set an exemplary standard of management and leadership for the organisation

### **2. Student Voice**

- i) To manage the democratic functions of the students' union, ensuring that barriers to participation are removed
- ii) Act as Deputy Returning Officer for all students' union elections
- iii) Support the relationship with the university through active reporting on Course Reps and union activity relating to representation

### **3. Student Advocacy**

- i) To ensure the highest standards of advice is provided to students from the students' union
- ii) Support the reporting of cases to the university and Board of Trustees
- iii) Provide enhanced wellbeing support for the Student Voice & Advocacy Co-ordinators due to the nature of their roles

### **4. Student Opportunities**

- i) Ensure that all policies and practices relating to Student Opportunities are legal, supportive, and follow good practice
- ii) Manage the delivery of Sports clubs, Societies, and Volunteering for students
- iii) Lead Freshers Fairs and events like Challenge Cup

### **5. Membership Engagement**

- i) To undertake research into un-engaged student populations and give recommendations to enhance provision
- ii) Create and enact a Membership Engagement & Participation Plan to support students to help more students engage with the students' union, reporting regularly to the Board of Trustees on progress
- iii) Be the designated member of staff responsible for delivery of membership services for London, Birmingham, and Cardiff students.



**Significant experience of Line Management is required for this position. If you do not have evidence of this particular area of the role description you will not be shortlisted.**

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
No specific qualification is required, however evidence of recent professional development in an area relevant to the role	<b>X</b>	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Significant line management experience	<b>X</b>	
Leading the development and delivery of strategy	<b>X</b>	
Exemplary stakeholder management	<b>X</b>	
Managing representation, advocacy, or opportunities services	<b>X</b>	
Starting, managing, and completing multiple projects with conflicting deadlines	<b>X</b>	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Understanding of relevant legislation and regulation: GDPR, Charity, 1994 Education Act, Employment	<b>X</b>	
Working knowledge of finance processes and administrative processes for similar sized organisations	<b>X</b>	
Advanced knowledge of managing risks and activities	<b>X</b>	
Current themes of managing and motivating teams		<b>X</b>
Knowledge of best practice in relation to volunteer management and increasing engagement		<b>X</b>
An understanding of how to develop plans for remote / off site delivery		<b>X</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Strong leadership skills	<b>X</b>	
Celebrating and managing performance	<b>X</b>	
Advanced Microsoft Office skills	<b>X</b>	
Empowering and inspiring approach to management with the ability to motivate yourself and others to achieve challenging targets	<b>X</b>	
Ability to speak and write in Welsh (Highly Desirable)		<b>X</b>
<b>Values</b>	<b>Essential</b>	<b>Desirable</b>
Understanding and commitment to equity, diversity, and inclusion	<b>X</b>	
Drive to work in a democratic environment	<b>X</b>	
Live the Students' union's values	<b>X</b>	
<b>Additional requirements</b>	<b>Essential</b>	<b>Desirable</b>
Full, clean driving licence	<b>X</b>	
Minibus licence		<b>X</b>
Ability to work events outside of 'regular' working hours (this would be returned at Time Off In Lieu with ample notice beforehand) and to be on call for 'out of hours' emergencies	<b>X</b>	