**Student Voice Manager – Recruitment Pack**

**About Us**

UWTSD SU is a Students’ Union with a unique set of challenges and opportunities. We’re spread over 6 campuses across Wales and England.

These sites include:

**Birmingham** – Our newest campus founded in 2017. Birmingham has seen rapid growth and is set to surpass the London campus as the second largest in terms of student numbers. The campus contains two sites, the original Sparkhill site and the newer Quay Place site with three buildings in the heart of the city. Most of these students study CertHE (Employability Skills) programmes.

**Cardiff** – Our smallest campus in the terms of student numbers. This campus is one building in the centre of Cardiff and consists of programmes in performing arts and CertHE programmes.

**Carmarthen** – Carmarthen feels like the most traditional of our sites with students living on campus and studying a wide range of programmes such as Sport, Education, and Performing Arts.

**Lampeter** - The oldest campus has the largest footprint but the second smallest in terms of student numbers. The campus only delivers Humanities courses and has a strong community feel.

**London** – Established in 2012, the London campus rapidly expanded to capacity. The programmes offered are majority CertHE. The site is based in Kennington Business Park with a move to Canary Wharf scheduled for June 2024.

**Swansea** – Much of what was the former Swansea Metropolitan University campus is now part of the Swansea campus with a few modern additions in the marina area of Swansea. Our largest campus in terms of programmes offered and student numbers. The campus itself, however, is a series of buildings in the centre of Swansea.

We’re led politically by our elected Sabbatical Officers, strategically by our Chief Executive, and charitably by our Trustees.

You can view our current staff team here:

<https://www.uwtsdunion.co.uk/about/team>

Every Students’ Union is unique, but UWTSD is something different with its varied locations. UWTSD SU is a Union with charm and character.

**Our Mission**

Together we will improve the lives of students at UWTSD.

**Our Vision**

We want to be the Students’ Union you deserve.

**Our Behaviours**

* Act sustainably
* Work bilingually
* Resource responsibly
* Decide transparently
* Communicate widely

**Job Description: Student Voice Manager**

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| **Contract Type** | Permanent |
| **Working Hours** | 35 hours per week (occasional evening and weekend work) |
| **Salary** | £27,500 (increasing to £29,592 after 3-month probation period) |
| **Location** | Any Campus (travel will be required amongst all locations)   * This role is expected to work across Swansea, Carmarthen, and Lampeter campuses as required, with regular travel to other UWTSD campuses including Birmingham, London, and Cardiff. |
| **Responsible For** | * Student Voice Coordinator – Academic Representation * Student Voice Coordinator – Democracy & Campaigns * Student Voice Coordinator – Birmingham * Student Voice Coordinator – London * Ad hoc student staff/interns |
| **Reporting To** | Head of Membership Services |
| **What We Offer** | * Professional development, with a free leadership and management qualification and generous study-leave policy * 28 days annual leave (plus Bank Holidays and 2 weeks off in December) * Supportive line management and a fun working environment * Access to an Employee Assistance Scheme to help support your wellbeing |
| **Purpose** | The Student Voice Manager helps to deliver the Students’ Union democratic and representation services.   * To coordinate, develop, and administer Student Voice activity within the Students’ Union (Academic Representation, Democratic processes, Campaigns, Sabbatical Officer support, and Students’ Union Research). * To line manage the Student Voice Team to effectively deliver their work in representation, democracy, campaigns, and more. * Work in collaborative partnership with elected officers, students, and University staff to support and develop both the academic representative system as well as the Union’s wider democratic processes. * Ensure that the Student Voice is used to enhance the student academic experience through effective opportunities for students to express their views and be actively engaged in decision-making processes in their disciplines, Institutes, and the wider University. * To actively listen and engage in discourse, and to consider the impact and opportunities in discussions in relation to the Students’ Union. |

**General Duties**

* To support, advise, and assist elected student officers in the achievement of their aims and objectives.
* To discharge all relevant Health and Safety responsibilities.
* To adhere to all relevant Students’ Union Policies and Procedures.
* To be adaptable to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development.
* To represent the Students’ Union at relevant professional networks, events, and conferences.
* To lead on the Annual Quality Report and other reporting mechanisms.
* To attend, contribute, help prepare staff for, and facilitate Students’ Union representation at University committees.
* To lead on the development, facilitation, and delivery of Induction sessions collaboratively with the Student Voice Team and wider staff team where appropriate.
* To support and promote the Students’ Union’s values whilst undertaking duties, demonstrating commitments to equality, bilingualism, sustainability, and democracy.

**General Duties – Democracy**

* Support the Student Voice Team in facilitating and delivering Campus and SU Councils and the Annual General Meeting, amongst others.
* Support the Student Voice Team in coordinating the training and development of elected Part-Time Officers and support them to set and achieve relevant objectives.
* Act as an Assistant to the Deputy Returning Officer to deliver successful elections.
* Support the Student Voice Team in organising, facilitating, and delivering campaigns as set out by the elected officers.
* Support the Student Voice Team in gathering student input and feedback and using it to generate new opportunities to engage students.

**General Duties – Academic Representation**

* Support the Student Voice Team in coordinating the advertisement, election, and training of UWTSD Course and Student Voice Representatives.
* Support the Student Voice Team in the facilitation of preparing Reps for meetings and helping them learn how to identify both issues and good practice within disciplines and Institutes.
* Manage and maintain an accurate database of Reps, alongside the Student Voice Team, reporting annually on the demographics of participating students creating a plan of action as to how to remove barriers to participation.
* Develop and manage stakeholder relationships at all levels of the university to support Reps to achieve their objectives.
* Monitor the impact of the Student Voice at discipline, school, and Institute level meetings, reporting on trends and outcomes of issues raised by Reps across the University.
* Assist in the promotion of the full range of annual online sector and institutional student feedback surveys.

**Personal Specification – Essential**

* Experience of representation, democracy, and/or campaign work.
* Knowledge, experience, and understanding of managing volunteers and the support they require.
* Strong communication and public speaking skills, particularly the ability to communicate effectively with different types of people.
* Experience of delivering a variety of training sessions.
* The ability to establish effective working relationships with colleagues both internally and externally across large organisations.
* Experience of successfully delivering project activity to meet set aims and objectives.
* Commitment to finding innovative ways to interface with groups of people on a variety of issues.
* Interest in Higher Education policy and in the detail of academic regulations (or equivalent).
* Ability to work independently to plan and execute agreed project activity.
* Demonstratable experience of coaching others without expressing your own opinion.
* Appropriate level of IT skills and willingness to learn new software packages.
* Analytical and questioning approach.
* Ability to conduct research, activity, and explain and summarise data.
* Willingness to accept additional responsibilities.
* Personal commitment to equality, diversity, and inclusion.

**Personal Specification – Desirable**

* Experience of working in a Students’ Union.
* Experience in line management and/or equivalent work experience supporting colleagues.
* Knowledge of HE institution frameworks and structures.
* Educated to degree level or equivalent or possess equivalent experience.
* A good understanding of the roles of Officers and Students’ Unions in HE institutions.
* Ability to communicate through the medium of Welsh, or a willingness to learn to the required level.