



# STUDENT VOICE MANAGER

Thank you for your interest in Beds SU. We are a fun and professional workplace that achieves for and through our students. If appointed, you'll join a diverse and committed team who enjoy working together and love what they do.

Please read this document carefully: it includes the Job Description and Person Specification. Together, these outline the duties of the vacancy and list the required competencies and values to perform successfully in post. To be considered for interview you will need to have demonstrated how your skills, experiences and attributes meet these criteria.

Should you wish to apply, please complete our online application form before the deadline. We will only accept anonymised CV's submitted via the online application form.

The closing date for application is 9am, Monday 2<sup>nd</sup> September 2019.

Apply via the online application form at [www.bedssu.co.uk/apply](http://www.bedssu.co.uk/apply)

When completing an application, please refer to this document, in particular the Person Specification, and demonstrate how your experience makes you perfect for this role.

We endeavour to respond to all applicants, however, if you have not heard from us within two weeks of the deadline, please assume that you have been unsuccessful.

**Beds SU is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from those from Black, Asian and ethnic minority backgrounds, as they are under-represented at Beds SU. We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age. We are happy to discuss any reasonable adjustments individuals may require.**



**Beds SU**  
Campus Centre  
Park Square  
Luton LU1 3JU

**Email: [beds.su@beds.ac.uk](mailto:beds.su@beds.ac.uk)**

**Website: [www.bedssu.co.uk](http://www.bedssu.co.uk)**

# JOB DESCRIPTION

## STUDENT VOICE MANAGER

**Salary:** £24,500 per annum

**Location:** Luton, with travel required to other campuses

**Working Hours:** 37 hours per week (28 days holiday including bank holidays, plus additional concessionary days)\*

*\* Beds SU welcome applications from those seeking alternative or flexible working arrangements/patterns (e.g. reduced hours, term-time arrangements, etc.); such will be considered against business needs as constructively as possible.*

**Contract:** Permanent, Full-time

**Department:** Membership Services

### Overall Purpose

The Student Voice Manager exists to support student representatives be as effective as they can be. Ultimately, the role's purpose is to realise an environment where students enact positive change to the student experience for the breadth of the SU's diverse student body.

The Student Voice Manager will coordinate and bring together the Union's representational and insight work undertaken with academic representatives, liberation groups, and satellite sites to ensure that both widely and deeply felt issues are heard, understood and, wherever possible actioned, within Beds SU, the University of Bedfordshire and the wider student movement. Providing key support for the Union's democratic forums and systems, the post holder will empower elected representatives and the wider membership to make their voices heard on matters that are important to them, shaping the future of the Union, University, local community and national politics as a result.

The role will form part of the SU's democratic support framework, which exists to support elected students at all levels. The role will have a particular focus on the engagement of part-time elected students and volunteer student representatives and activists. However the role will also work alongside full-time elected officers, and the work of the Student Voice Team will support all campaigning and representation efforts.

### Duties and Responsibilities

Support elected representatives across the Union by:

1. designing, enacting and overseeing comprehensive support for Union representatives, campaigners and activists\*;
2. ensuring and monitoring quality training and ongoing support is in place for elected representatives at all levels;
3. especially, designing, delivering and developing induction training and ongoing support for part-time/volunteer student Officers based on satellite sites;
4. supporting Staff:Officer working relationships across the Student Voice team; and
5. line-managing the Student Voice team and other reports as necessary to fulfil objectives, the role's purpose and union strategies and plans.

Uphold the democratic, member-led principles of Beds SU by:

1. collating insight/research from across the Student Voice department, for the attention of Officers, senior leaders, and/or University committees, as appropriate;
2. providing administrative support to student-led democratic forums;
3. supporting Officers and elected representatives to prepare for reporting to any of the above; and
4. playing a key role in the planning and coordination of key election processes throughout the Union and academic year.

Increase membership engagement by:

1. enacting and/or initiating strategies to grow and/or develop participation in Student Voice (campaigns, representation and SU democracy);
2. investigating and embracing new technologies and ways to hold dialogue with our diverse and disparate student membership;
3. producing content - and encouraging one's team to produce content - for Marketing & Communications to support promotion of campaigns and shout about Beds SU successes and changes secured through campaigning action; and
4. contributing to - and encouraging one's team to contribute to - cross-departmental projects as part of the broader Membership Services team and Beds SU staff, such as Freshers' Week and elections periods.

Promote membership understanding by:

1. developing institutional knowledge of relevant issues pertaining to Bedfordshire students and student life; and
2. keeping abreast of Higher Education policy and building awareness within the Student Voice team and across the union's staff and officer team.

\*The role will also work with colleagues and students to establish opportunities for members to politically engage with issues that affect them and their University and community.

### **Personal Development**

As an organisation, we are keen to ensure the continuing development of our staff. This position will provide ongoing training to ensure skills remain up to date as well as opportunities to seek further relevant qualifications. Development needs and aspirations will be discussed on a case by case basis.

### **Our Green Impact**

All employees at Beds SU are asked to support the Union's ongoing efforts to improve day to day sustainability practices both internally and in all work undertaken with our stakeholders. This includes – but is not limited to – ethical sourcing, resource and waste management, highlighting potential environmental impacts of planned activities, and reducing the carbon footprint of business mileage.

# PERSON SPECIFICATION

## STUDENT VOICE MANAGER

Attributes	Requirements:	Evidence /Identified:
Knowledge & Experience	<p>Experience of designing/delivering training sessions</p> <p>Experience of designing and conducting primary and secondary research</p> <p>Knowledge of UK Higher Education sector</p> <p>Knowledge of how democratic decision-making affects role</p>	<p>Application</p> <p>Application</p> <p>Application &amp; Interview</p> <p>Interview</p>
Skills	<p>Management/supervisory skills</p> <p>Ability to adapt style to get the best results from a team</p> <p>Coaching/mentoring skills</p> <p>Computer literacy and keyboard skills (Microsoft Office, form builders)</p> <p>Excellent communication and presentation skills, both written and oral</p> <p>Excellent time management skills</p> <p>Project management and team/peer coordination skills</p>	<p>Application &amp; Interview</p> <p>Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p>
Personal Qualities	<p>Patience, enthusiasm, ability to motivate others</p> <p>Ability to work in a democratic environment, respecting democratic decisions</p> <p>Flexible and adaptable approach to work and working hours</p> <p>Member focussed, with the ability to work with a diverse range of people</p> <p>Ability to work on own initiative, as well as part of a team</p> <p>Evidence of own Continued Professional Development</p> <p>Desire to contribute to driving continuous improvement</p>	<p>Application &amp; Interview</p> <p>Interview</p> <p>Application &amp; Interview</p> <p>Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p>