

CITY STUDENTS' UNION

WE'RE HERE FOR YOU

Representation & Democracy Coordinator (0.8 FTE)

Candidate Pack

The Key to a New Role at City Students' Union



**CITY
STUDENTS'
UNION**

Welcome

Thank you for your interest in City, University of London Students' Union (the Union) and becoming our new Representation and Democracy Coordinator. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 20,000 of our members - every City student. We're run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We're governed by a board of ten Trustees, who work alongside our student Officers, staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has gone through continual development over recent years after recruiting several staff to re-energise the Union. It's an exciting time for us, with the development of a new strategic plan which came in to effect in August 2019, increased funding and the largest staff team the Union has seen in years.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



Shaima Dallali
President-Elect
and Board of
Trustees Chair
21/22



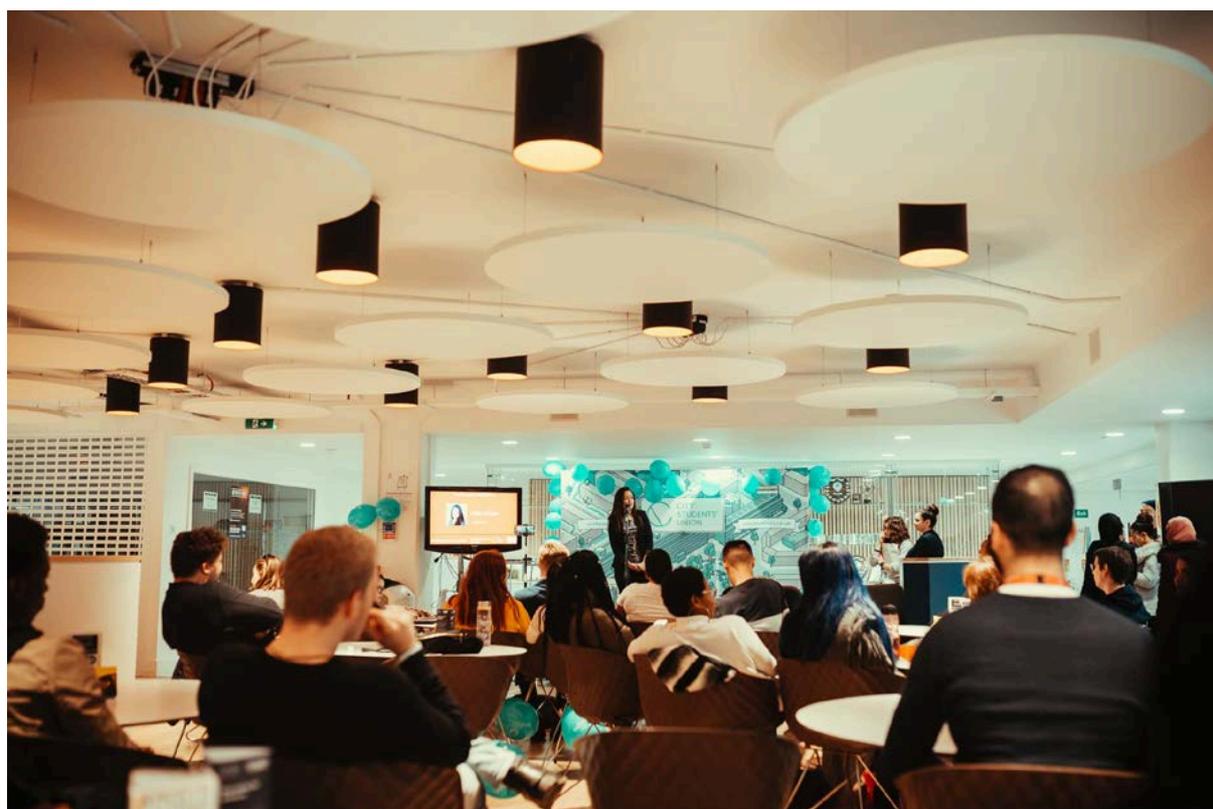
Philip Gilks
Chief Executive

About Us

With a rich history spanning over 125 years, City, University of London Students' Union is the primary organisation representing the views of almost 20,000 students at City, University of London to the institution and beyond.

With three full-time Student Officers, a team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus tasked with improving and delivering the best Student Experience. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Student Activities and Development Team. The Union also runs an online store which sells a range of products, including ethically sourced University branding clothing, merchandise and stationery.

The Union is striving to develop as an organisation and has recently enlarged its physical footprint, we're well on our way to transforming community at City, University of London.



Our Vision, Values & Strategy

The Union has a brand-new strategy which was launched on 1 August 2019 and will set the direction of the Union until 2023. The key headlines are:

Vision

You have a great time as a student at City and when you graduate you believe your time here has given you the skills and experiences to achieve your goals.

Mission

The Students' Union will empower student success, with services and support that enhance your time at City and beyond.

Values

We listen, learn and lead.

Our values define our approach and culture, we'll demonstrate them in our behaviour by:

- **Asking the questions that matter;** how does it feel to be a student at City? How can your experience be improved?
- **Questioning our work, asking;** are we working in the most effective way? Is there a better way? We thrive on finding innovative ways to tackle the issues you raise that present barriers in order to add value to your experience at City.
- **Not fearing failure;** we try new things in the knowledge that not everything will work first time. What matters is learning from our experience and constantly seeking to improve.
- **Evidence underpinning what we do;** from our experiences, learning from others and from listening to you.

More Information

For more information on the Union strategy, visit www.citystudents.co.uk.

Who Are We Looking For?

We are looking for an organised and student-focused person to join the Union as our new part-time Representation & Democracy Coordinator. This new post is designed to support the delivery of student feedback and representation systems, to ensure the effective coordination and development of democratic functions and to work with elected officers, volunteers and other students to deliver change on campus and beyond.

This post is ideal if you are interested in leading on effective engagement with students, working to ensure we are representing students' best interests and helping them to make change. The individual in this post will have the chance to work on other key Representation Team projects including the Student Led Teaching Awards, wellbeing campaigns and green projects.

The successful candidate will adopt a collaborative approach, show energy and professionalism that will ensure the Union's representation and democracy work is coordinated to the highest possible standard, while bringing creative ideas, innovation and dedication to make things happen and keep them improving.

You may already be an experienced staff member within a Students' Union, but we are also interested in candidates from different sectors who bring transferable skills and are motivated to lead the delivery of activity for students within a dedicated and fast-paced team.

The Union has grown considerably over the past few years, something which we anticipate continuing particularly with a new Strategic Plan hopefully being approved as of this July. In 2017 the Union became a charitable company limited by guarantee, took on the responsibility of managing our own finance, and this year have made a move to joint contracts with the University enabling us to make a number of savings to reinvest into our students.

The role comes with considerable benefits as an employee of City, University of London and City, University of London Students' Union including a very competitive pension scheme, a comprehensive package of staff training and development and access to a season ticket loan.

The full salary will be within the range of **£20,752.80 to £23,340.80 per annum** (which is based on full-time equivalent of £25,941 to £29,176 per annum on Grade 4 of the salary scales for Clerical and Certain Related Administrative staff).

Whilst all applicants will be judged on merit alone, we particularly welcome applications from black and ethnic minority candidates, as this group is currently under-represented within the Union. City is a disability confident committed employer, an award given by Job Centre Plus to recognise employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.

Equality, Diversity and Inclusion Statement

City, University of London, and the Students' Union are committed to promoting equality, diversity and inclusion in all activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from people of colour, as this group is currently under-represented within the Union.

Our Race Equality Work

As part of a wider inclusivity agenda, the Union has an internal Race Equality Working Group made up of staff from across the Union. The purpose of the group is to improve representation, progression and success of people of colour within Higher Education and the Students' Union sector.

To find out more about this work, please see our site:

<https://www.citystudents.co.uk/about-us/raceequalityhub/>



Role Profile

Post:	Representation & Democracy Coordinator (0.8 FTE)
Department:	City, University of London Students' Union
Salary:	Grade 4 (£20,752.80 - £23,40.80) <i>(based on full-time equivalent of £25,941 - £29,176)</i>
Hours:	28 hours per week (some evening work may be required)
Responsible to:	SU Representation Manager
Responsible for:	Occasional Temporary Staff and Student Volunteers

Job Purpose

1. To support the delivery of the Programme Representation and Student Feedback systems at City, University of London
2. To ensure effective coordination and development of City's democratic functions, including elections and policy
3. To work with the Executive Officer Team, volunteers and other students to plan and deliver effective campaigns and provide support and training to Executive Officers, volunteers and other students involved in democracy and policy engagement

Principal Accountabilities

- 1. To support the delivery of the Programme Representation and Student Feedback systems at City, University of London**
 - Support the development of the Programme Representative system to ensure the delivery of effective student feedback at City.
 - Support the organisation and delivery of training and development programmes for Executive Officers, student leaders and volunteers.
 - Support the identification of themes in student feedback and analysis.
 - Coordinate the delivery of the student-led teaching award scheme and any other relevant events in the department.
 - Support the development of student and staff briefings on relevant issues, including mental health and wellbeing affecting students in Higher Education.
 - Support the analysis of a range of both quantitative and qualitative data including from the National Student Survey and other relevant internal surveys and produce reports and briefings as required.
 - To develop and coordinate the student representative reward and recognition scheme.
 - Support the maintenance of a library of research resources relating to the team.
 - Undertake occasional primary research on relevant matters.
- 2. To ensure effective coordination and development of City's democratic functions, including elections and policy**

- Organise and provide administrative support to all key democratic meetings, including advising on constitutional requirements, administration of policy votes and taking minutes.
- To work with Executive Officers, volunteers and other Student Leaders to act on all policy initiatives and communicate outputs to the student body, ensuring that policy decisions are implemented across democracy and representation, communication is timely and accurate and that they comply with relevant external regulations and internal requirements.
- Support the delivery of elections for the Executive Committee, Union Councillors and NUS Delegate positions including nominations process, candidates training, hustings and voting.
- Support other departments with the delivery of elections in other areas of the Students' Union and referendums as directed by the line manager.
- To work to enhance and develop democratic structures and change-making processes, maximising the voices of students, acquiring feedback from key stakeholders and undertaking regular monitoring and review.
- Support the evaluation of the democratic structures at City and measure impact across the University.
- Publish and disseminate democratic information and keep relevant webpages and articles up to date.
- Maintain up to date records of all elected officers.
- To support the coordination of City's student representation and development of policy at national conferences and events, including NUS activities.

3. To work with the Executive Officer Team, volunteers and other students to plan and deliver effective campaigns and provide support and training to Executive Officers, volunteers and other students involved in democracy and policy engagement

- To support the development of Officer and Union campaigns, including the planning, delivery and evaluation of the annual exam wellbeing campaign activity.
- To support the Liberation Officers and their involvement in Union and University activity.
- To work with the Executive Team, volunteers and other students on creative evidence-led campaigns and to support officers to plan how they will realise their ideas through creative evidence-led campaigns.
- To design and deliver relevant training and provide ongoing support to Executive Officers, student leaders and volunteers.
- To develop and maintain campaigning resources for use by elected officers, students and relevant staff.
- To evaluate, monitor and report on the impact and success of campaigns.
- To ensure that student representatives are well-prepared and briefed for University committees and able to influence effectively.
- To regularly update the Executive Officers on the campaigning priorities and activities of the National Union of Students (NUS).

General Duties

- Support the development, and implementation, of operational plans within the representation team that contribute to the Union's overall strategy.

- To undertake any other duties appropriate to the role, role grade and organisation, within their competence as required by management, to provide and operational support for colleagues including absence and periods of peak workload as required.
- To adhere to all relevant Union policy, procedures and governing documents at all times.
- Have a flexible approach to work.
- Respect the democratic structure of the Students' Union at all times.
- Work flexibly and efficiently and to promote a positive image of City Students' Union at all times.
- Set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
- Engage in appropriate training programmes as identified with your line manager.
- Supervise temporary staff where necessary.

Context

This post is designed to provide support to our academic representation system, enhancing and developing the service with members at the heart. The post holder will be expected to create an environment which creates a culture of excellence in member delivery, where student needs and expectations are identified, measured and met or exceeded at all times.

Attendance at conferences and meetings, both internal and external, will be necessary. The post holder will be expected to organise or assist in key activity throughout the year e.g. Welcome, Elections, Balls and other special events as required.

Hours of work will vary depending on operational requirements and periods of peak activity and may include evening work. The 28 hours per week can be split across 4 or 5 working days. Staff are expected to portray a positive image of the organisation at all times, both internally and externally by displaying high standards of service, integrity, punctuality, politeness and professionalism.

The post holder will have to be pro-active, flexible and have an ability to prioritize a varied and demanding portfolio of work.

Additional Information

- The post holder must at all times carry out their responsibilities with due regard to the University's Equal Opportunities Statement
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the General Data Protection Regulation.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of the University
- Sustainable Development

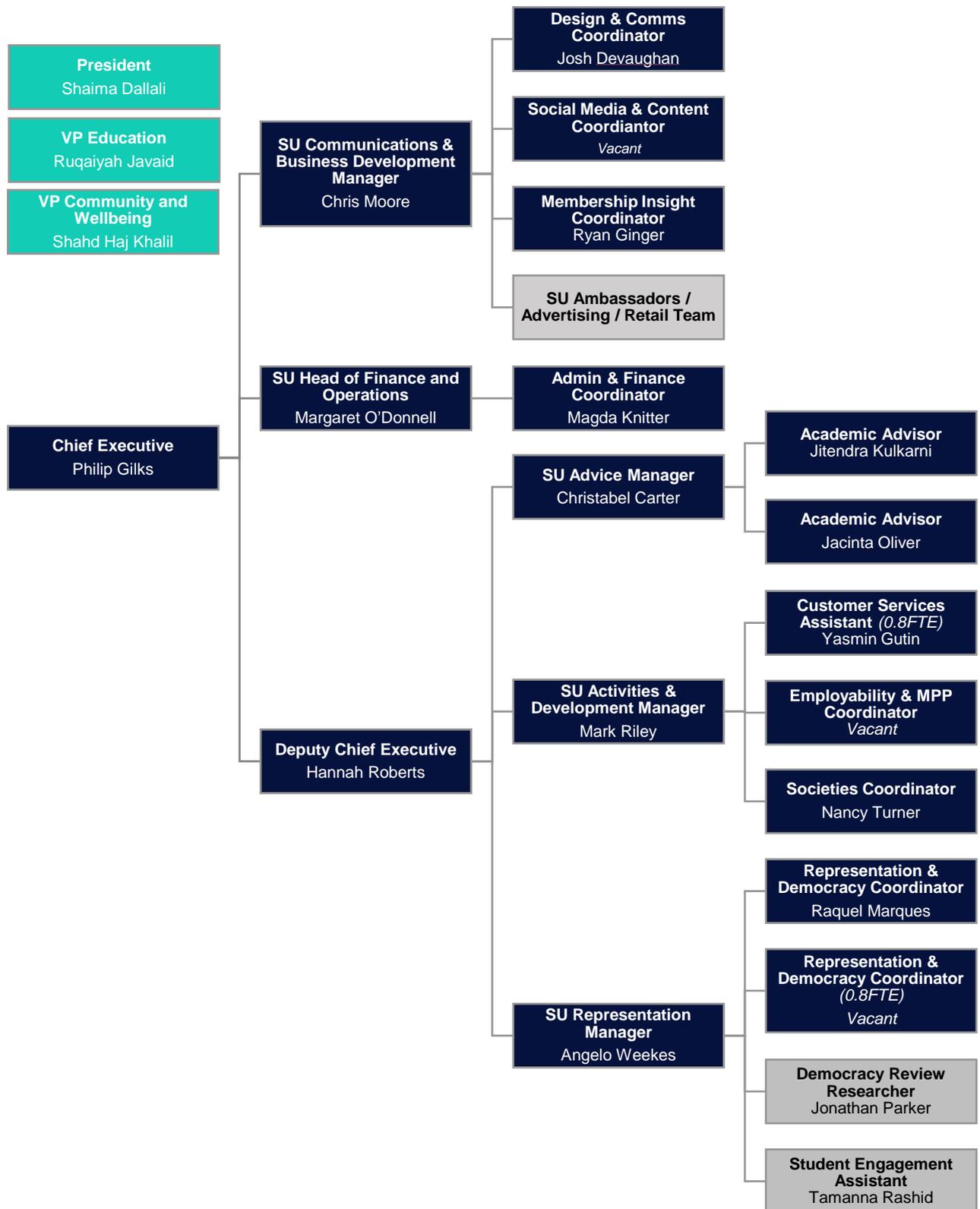
The University is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment, for the University and the wider community.

Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at www.city.ac.uk/green-policies.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and the University.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.

Staff Structure



Last updated: June 2021

Candidate Specification

Criteria	Essential (E)/ Desirable (D)	Assessment (Application (A) / Interview (I)/ Task (T))
Qualifications and Knowledge		
Educated to A-Level or equivalent, plus considerable relevant experience	E	A
Experience		
Excellent knowledge and experience of academic issues, structures and regulations	E	A, I, T
Experience of delivering effective and engaging training	E	A, I, T
Experience of recruiting, working with and supporting volunteers and/ or elected officers	E	A, I
Experience and knowledge of the key themes in Higher Education, including a strong knowledge of mental health and wellbeing issues affecting students	E	A, I, T
Experience of supporting and delivering evidence-led campaigns	E	A, I, T
Experience of carrying out research, analysing quantitative and qualitative data and report writing	D	A, I
Experience of supporting the development of governance documents and democratic structures	D	A, I
Skills and Abilities		
Excellent written and verbal communication skills	E	A, I, T
Effective administrative support skills, including the production of agendas, papers and minutes	E	A, I
Excellent IT, including use of Microsoft Office	E	A, I
Ability to manage multiple projects to strict deadlines	E	A, I
Ability to interact with a variety of stakeholders	E	A, I
Ability to manage politically sensitive situations	D	A, I
Personal Qualities		
Ability to work independently and as part of a team	E	A, I
Customer focused approach	E	A, I
Understanding of and a commitment to Equality of Opportunity	E	A, I
Excellent attention to detail	E	A, I

Salary and Conditions of Service

Staff of City Students Union are employed by City, University of London on behalf of the Students' Union, to perform such functions as are agreed by the Trustee Board and will be subject to the normal terms and conditions of employment and policies of the Institution. The salient features of conditions of service for Clerical and Certain Related Administrative staff are as follows:

- Salary will be within the range of £20,752.80 to £23,40.80 per annum (which is based on full-time equivalent of £25,941 to £29,176 per annum on Grade 4 of the salary scales for Clerical and Certain Related Administrative staff) .
- Annual Leave will be pro rata based on full-time equivalent entitlement of 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- You will be automatically entered into the London Pension Fund with the option to opt out.
- This post is part time (0.8 FTE).
- All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City, University of London are subject to a probationary period.
- The appointment is terminable by one months' notice on either side.

Further Information

City, University of London offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment, and access to our student fitness and social facilities.

City, University of London confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion, or social class. Selection and promotion criteria will be kept under review to ensure that individuals are treated based on the job requirements and on their relevant personal merits, and are not disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

If you have a disability and are interested in this post, your application is welcomed.

How to Apply?

Applications Close: Sunday 15th August 2021, 23:59

Interview Date: Thursday 26th August 2021

All applications for City Students' Union roles are administered by City, University of London Human Resources Department. Please follow the link below (or within the advert) to apply for this role:

<https://www.city.ac.uk/about/working-at-city>

If you have any questions regarding the role or organisation, please contact our Representation Manager, Angelo Weekes - angelo.weekes.2@city.ac.uk