Welcome

Thank you for your interest in City, University of London Students’ Union (the Union) and becoming the SU Representation Manager. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 19,000 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, small 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 the past two years after recruiting a number of staff to re-energise the Union. It’s an exciting time for us, with a new strategic plan, rebrand and new physical space for our services.

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.

Olesea Matcovschi
Board of Trustees
Chair 17/18

Philip Gilks
Chief Executive
About Us

With a rich history spanning over 100 years, City, University of London Students’ Union is the primary organisation representing the views of over 19,000 students at City, University of London to the institution and beyond.

With 3 Full-Time Student Officers, a small team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. 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 department. The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.

The Union is striving to develop as an organisation and has recently become a Company Limited by Guarantee, moved into a new space on campus and successfully increased its block grant to support this.
Our Vision, Values & Strategy

Our Vision:
“City Students’ Union: A high quality, sector-leading students’ union”.

As a students’ union, we must constantly be striving to be the very best organisation for our membership, no matter which direction they lead us. This means we should always be high quality and at the forefront of our sector.

Our Values:

We are Inclusive. We are Broad-minded. We are Creative. We are City Students’ Union.

At the heart of everything that the Students’ Union does are its values. They give us our identity, guide how we make decisions, and how we conduct ourselves. We are proud that our values are unique, giving us an identity and way of working that is rarely replicated.

We are Inclusive.
We believe that equality is achieved when we are inclusive of all of our members. We are committed to the principles of social justice. We believe that our members should have equality of access and participation in the Students’ Union and our activities. We are committed to the principles of equity, recognising the differences that our members have and giving them the tools to succeed.

We are Broad-minded.
We realise that we do not have all of the answers and we should always be open to change and challenging our way of thinking. We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best decisions and offering the best services for our members.

We are Creative.
We celebrate our history, but we are not constrained by it. We are continually on a journey of self-discovery and self-determination, and we support our students on their own journeys. We are not afraid to take risks, try new things and forge a new path for ourselves, the University, and its students.

Our Strategy:

Our strategy to be a high quality, sector-leading students’ union is simple but bold.

“Through active partnerships and dynamic student representation, we will create connected communities, full of opportunities where students can individually and collectively grow together by 2020.”
Who Are We Looking For?

We are seeking an organised, proactive and collaborative individual to become our new SU Representation Manager. This is an exciting new role which will lead on the delivery and development of Representation at City, University of London, including oversight of our Wellbeing activity on campus.

You may already be an experienced coordinator or manager within a Students’ Union but we are also interested in candidates from different sectors who bring transferable skills and are motivated to deliver a sector-leading feedback program for students.

Our ideal candidate will have experience within the education sector, understanding the key role that student feedback plays in both the academic and lived experiences of students. We are particularly looking for a candidate who can bring innovative ideas to the Union in order to further develop our student representation structures, understanding and engaging with a wide variety of stakeholders in order to make meaningful change for students.

The Union is at a key stage in its development, has recently become a charitable company limited by guarantee, and on the 1 August 2017 took on the responsibility for managing its own finance, which was previously done by the University.

City attracts around 19,000 students (48% postgraduate), well above the sector average for graduate employability in most subjects and eleventh in the UK for starting salaries. City joined the University of London in 2016.

The role comes with considerable benefits as an employee of City, University of London including a pension scheme and benefits including a comprehensive package of staff training and development. The full salary range is £28,936 - £35,550 and the successful candidate will start at the bottom of the salary range.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from ethnic minority candidates, as this group is currently under-represented within the Union.
**Role Profile**

*Post:* SU Representation Manager  
*Department:* City, University of London Students’ Union  
*School:* N/A  
*Grade:* 5  
*Tenure:* Full Time  
*Responsible to:* Membership Development Manager  
*Responsible for:* Wellbeing and Insight Coordinator, Occasional Temporary Staff and Student Volunteers.

**Job Purpose**

The purpose of this role is to deliver a program of student representation at City, University of London, supporting and developing students to proactively represent their peer’s views to the institution and contribute to academic enhancement, and community development. This role will also support the democracy of the organisation, by contributing to the delivery of elections for all student leadership roles.

**Principal Accountabilities**

**Student Representation**

- Oversee, support and develop Student Representation to ensure the delivery of an effective program
- Coordinate and develop specific mechanisms, support and training for students and staff to effectively participate in the Student Representation program
- Liaise with University staff to enhance the system, increasing support and engagement for students at all levels, including participation in Quality Assurance and Enhancement processes
- Support student and officer engagement with and attendance at key academic committees, including effective preparation, reward and recognition of student input
- Coordinate and deliver a student-led teaching award scheme, including management of the event and coordination of a nomination and selection process
- Support the creation and delivery of student-led academic campaigns, including leading on research and stakeholder engagement
- Effectively evaluate and communicate the impact of the Student Representation program, providing participation statistics, key successes and testimonials
• Provide guidance and support to the Vice President Education and School Representative Officers to effectively fulfil their role

**Democracy**
• Support the delivery of student leadership elections, including the Executive Committee, Union Councillors and NUS Delegate positions
• Support colleagues across the Union with the delivery of elections in their areas
• Support the delivery of Council, General Meetings and Referendums
• Support the delivery of Students’ Union policy where appropriate and ensure policy records are regularly updated

**Governance**
• Support the Membership Development Manager in the delivery of student-led governance structures as required
• Provide effective clerical support to governance meetings, including agenda setting, minute taking and collation of reports and papers as required.

**Managing Student Representation**
• To manage the operational activities of the department effectively, and monitor performance regularly to achieve targets and objectives.
• To be responsible for the management of all Student Representation staff, ensuring they work as an effective team towards agreed goals through projects management with clear accountability and high levels of customer service and compliance.
• To monitor and advise on the Student Representation budgets and support elected Officers with their budgets, using all resources effectively and efficiently in line with financial procedures.
• To be responsible for the effective and efficient upkeep of equipment and resources related to Student Representation, including ensuring appropriate measures to record use and storage.
• Keep abreast of relevant policy developments in Higher Education, including welfare issues which may impact student engagement and activities within the Union and University, communicate information to relevant colleagues and coordinate the Union’s response where required.

**General**
• To adhere to all relevant Union policy, procedures and governing documents at all times
• To undertake appropriate training and development as required for the role
• To undertake any other duties appropriate to the role, role grade and organisation, within their competence as required by management, to provide operational cover or support for colleagues including absence and periods of peak workload as required
Context

This post is designed to provide leadership and support to our Student Representation program, enhancing and developing the service with members at the heart. This role is integral to our Membership Development Team and is an exciting opportunity for an individual who would like to join a dynamic and aspirational organisation.

As SU Representation Manager you will be responsible for developing and maintaining the strategic direction of the team in line with our Vision and ensuring the effective delivery of our democratic functions. You will have a proven record of working within a democratic environment and a strong portfolio of member participation and engagement in the Higher Education (or Charity) sector.

Attendance at conferences and meetings, both internal and external, will be necessary. Hours of work will vary depending on operational requirements and periods of peak activity – for example Welcome and Elections. Staff are expected to portray a positive image at all times, both internally and externally of the Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

We are looking for an ambitious, pro-active and highly-organised person who has the ability to prioritise 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 Data Protection Act.
- 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.
**Candidate Specification**

**Qualifications**

**Essential**
- Educated to A-Level or equivalent

**Knowledge and Experience**

**Essential**
- Knowledge of the issues affecting Higher Education
- Experience of working within the HE sector and/or a Students’ Union
- Excellent knowledge and experience of academic issues, structures and regulations
- Experience of delivering effective and engagement training
- Experience of delivering and supporting campaigns
- Experience of recruiting, working with and supporting volunteers and/or elected student officers
- Experience of carrying out research, interpreting statistical information and report writing

**Desirable**
- Experience of developing governance documents and democratic structures
- Experience of event management
- Experience of managing budgets, key performance indicators and operational plans
- Experience of managing and developing staff

**Skills and Abilities:**

**Essential**
- Excellent verbal and written communication skills
- Ability to manage multiple projects to strict deadlines
- Ability to interact and communicate with stakeholders from a wide variety of backgrounds and levels
- Excellent IT skills, including experience with Microsoft Office
- Excellent attention to detail

**Desirable**
- Ability to manage politically sensitive situations

**Personal Qualities:**

**Essential**
- Ability to work independently and as part of a team
- Understanding of and a commitment to Equality of Opportunity

**Desirable**
- Desire to work within a democratic student-led environment
- Student (member, client or customer) focused
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 Senior Administrative, Senior Library & Computer Staff are as follows:

- **Salary**: will be within the range of £28,936 to £35,550 per annum. This is on Grade 5 of the salary scales for Senior Administrative, Library & Computer Staff. Applicants will start at the bottom of the salary range.
- **Annual Leave**: is 30 days, plus 8 statutory and 3 additional days during the Christmas holiday period.
- **Pension Scheme**: You will be automatically entered into the pension scheme with the option to opt out.
- **References and Medical Clearance**: All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- **Equalities Act (2010)**: All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- **Probationary Period**: All appointments at City, University of London are subject to a probationary period.
- **Termination**: The appointment is terminable by one months’ notice on either side.

Further Information

We operate a no smoking policy.

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 on the basis of 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: 30th May 2018, 11:59pm
Interview Date: Thursday 7th June 2018

All applications for City Students’ Union roles are administered by City, University of London Human Resources Department. Please follow the link below 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 the Membership Development Manager, Hannah Roberts.