Welcome

Thank you for your interest in City, University of London Students’ Union (the Union) and becoming our Wellbeing & Insight Coordinator. 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.
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 three 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 looking for a passionate and enthusiastic Wellbeing & Insight Coordinator to join our Representation team. The role will lead on the support and delivery of Wellbeing activities and campaigns, working closely with Officers and Staff from the Students’ Union and University.

The post-holder will support and develop students to proactively seek changes to their institution for the enhancement of student support and to improve the wellbeing of the community. They will also lead on helping the Students’ Union to better understand its membership by conducting thorough insight projects, which will inform the delivery of key services across the Union.

The successful candidate will have excellent communication skills and experience delivering creative campaigns to a diverse audience; have knowledge of the Higher Education sector and the issues currently affecting students; experience of coordinating insight projects, including using data to report, inform and develop decision making across an organisation.

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 £24,983-28,098 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

<table>
<thead>
<tr>
<th>Post:</th>
<th>Wellbeing &amp; Insight Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>City, University of London Students’ Union</td>
</tr>
<tr>
<td>School:</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>4</td>
</tr>
<tr>
<td>Tenure:</td>
<td>Fixed Term, 6 months</td>
</tr>
<tr>
<td>Responsible to:</td>
<td>SU Representation Manager</td>
</tr>
</tbody>
</table>

Job Purpose

The purpose of this role is to support the Students’ Union to deliver Wellbeing activities through a program of effective campaigns and events at City, University of London. The post-holder will support and develop students to proactively seek changes to their institution for the enhancement of student support and to improve the wellbeing of the community. They will also lead on helping the Students’ Union to better understand its membership by conducting thorough insight projects, which will inform the delivery of key services across the Union.

Principal Accountabilities

**Wellbeing**
- To work with and support elected officers and staff to deliver strategic projects to enhance student support and wellbeing, including liberation, activism and cultural campaigns
- Coordinate, monitor and evaluate the Union’s Wellbeing campaigns, undertaking research and communications work as needed to ensure the smooth planning and operations of related campaigns.
- Develop and deliver proactive campaign strategies, events and resources that reflect the Union’s priorities and strategic objectives, involve its members, and enhance its ability to campaign effectively.
- Develop and maintain partnerships with departments across the institution and key stakeholders to improve the welfare experience of students at the University and in the community
- Seek external funding to support wellbeing projects where appropriate

**Insight**
- Coordinate the development and delivery of the Union’s insight activity through:
  - Analysis of national and institutional data and the development of reports and recommendations for Elected Officers and staff.
  - Market research projects canvassing student opinion and attitudes around aspects related to their time at university, in order to:
    - Appropriately determine student feedback on a variety of issues related to University and Students’ Union services
    - Inform student representation
Segment the student market to better inform service delivery and representational work
  - Sector-wide research to support the Union’s policy development and other activities.

- Produce high quality written publications and briefings for various internal and external committees.
- Write engaging web and print content to ensure students are effectively informed on outcomes of research work undertaken.
- Develop and keep up-to-date University-wide issue briefings and more localised school briefings based on all market research and student feedback available.

**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 support the coordination effective campaigns to enhance student support and wellbeing and conduct relevant insight projects to enhance student experience at City, University of London. The post holder will be expected to create an empowering environment which creates a culture of excellent student engagement, where student leaders 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. 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.
Union Structure 2018/19

Last updated: Accurate as of 1 July 2018
**Candidate Specification**

**Qualifications**

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

**Knowledge and Experience**

**Essential**
- Experience of working within an Higher Education environment and/or a Students’ Union
- Experience of delivering and supporting campaigns
- Experience of carrying out insight projects
- Experience of analysing quantitative and qualitative data
- Excellent knowledge and experience of wellbeing issues and campaigns

**Desirable**
- Knowledge of the issues affecting Higher Education
- Experience of recruiting, working with and supporting volunteers and elected student officers

**Skills and Abilities:**
- 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

**Personal Qualities:**

**Essential**
- Ability to work independently and as part of a team
- Desire to work within a democratic student-led environment
- Customer focused
- Understanding of and a commitment to Equality of Opportunity
**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 £24,983-28,098 per annum. This is on Grade 4 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.
- **You will be automatically entered into the pension scheme with the option to opt out.**
- **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**

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 and considered under the Two Ticks Scheme.
How to Apply?

Applications Close: 10th August 2018 at 11:59pm  
Interview Date: Monday 20th August 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 SU Representation Manager, Angelo Weekes.