



Student Communities Coordinator Recruitment Pack

April 2024

Welcome

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

With a rich history spanning over 125 years, City, University of London Students' Union is the primary organisation representing every City student. That makes the Union the representative body for over 20,000 members.

With four 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 Communities 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. This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives. We look forward to meeting you.



Akanksha Kumar

President and Chair of the Board of Trustees
2023/24



Philip Gilks

Chief Executive

Make Every Day Better | City Students' Union Strategy 2023-2026

Our new and ambitious strategy sets a clear direction, with an increased focus on a tailored student experience and one that recognises the different barriers and challenges facing City students. For more information on the Union strategy, visit www.citystudents.co.uk.

Our Purpose

Make Every Day Better

The Values We Live By

We Listen, We Learn, We Lead

The Way We Act

Evidence-led

We will be insight driven and will prioritise developing a strong evidence base when making key strategic decisions.

Open to change

We change and adapt with our student body, always questioning our work to make sure we are delivering. We thrive on finding innovative solutions to add value to the 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.

Striving for equity and sustainability

We recognise that we do not all start from the same place and must acknowledge and adjust imbalances to achieve our ambition of equity, while also working towards the UN Sustainable Development Goals.

A welcoming experience

Whatever or wherever the touchpoint we will provide a welcoming and high-quality union, making a positive impact across City.

The Promises We Make

Promise 1: Creating Community

'Creating a thriving community where every student feels they belong.'

Promise 2: Delivering Change

'Delivering the changes students want to see to improve their everyday lives at City.'

Promise 3: Providing Support

'Providing high quality and easily accessible support whilst at City and beyond.'

Equity, Diversity, and Inclusion (EDI)

City, University of London, and the Union are committed to promoting equity, diversity and inclusion in all activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equity 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 and women.



Ensuring equity, diversity and inclusion is fundamental to who we are as an organisation and is embedded in our strategy and below are some of steps and actions we have taken over recent years to support us on this journey.

Recruitment

We are committed to reducing and challenging biases in the recruitment process, and we do this through regularly reviewing our job profiles, training of panel members, implementing an anonymous shortlisting approach, being a member of the [Disability Confident Scheme](#) and ensuring a diverse panel. We are always open to new approaches to continue to develop our understanding.

EDI Committee and Equity Groups

The Board of Trustees has two sub committees, and one of these is the EDI Committee. This Committee, chaired by Trustees, consists of staff, officers, and students, and ensures we are reviewing and challenging our policies, activities, and culture through an EDI lens.

The Union has four equity working groups, including the **Disability Equity Group**, **Gender Equity Group**, **LGBTQ+ Equity Group**, and **Race Equity Group**. These groups, composed of staff, officers and students, focus on the experience of staff and students with the Union. They have led on initiatives such as:

- Launch of the [Race Equality Resource Hub](#) and the launch of an EDI library.
- A review of our approach to recruitment.
- Consultation with student groups and exploring student engagement data.
- Activities and trips, such as to the National Queer Museum.

Engagement with City, University of London

We play a very active role in both contributing and leading EDI work across the university. This includes our staff engaging in different affinity groups, such as the LGBTQ+ Staff Network and the Network for Racial Justice as well as being members of groups delivering schemes such as the Race Equality Charter and Athena Swan.

Who Are We Looking For?

We are looking for a **Student Communities Coordinator** to join our Communities Team as we look to deliver activities that create community where every student feels they belong. We're looking for someone to build strong communities by facilitating the development and administration of student groups including societies, student fundraising, community projects and student media.

In this role you will be responsible for administrating, engaging and supporting student groups. This includes overseeing and enhancing relevant administrative processes including processing events forms, finances forms, external speaker requests and risk assessments. A strong understanding of coordinating events and health and safety is a must!

You will lead on the Union's support and development of student group committee members. You will lead on the creation, facilitation and evaluation of a training programme that ensures committee members have the skills they need to effectively run their group. Experience in managing and supporting volunteers is essential.

In this role, you will also support the wider activity of the Communities' Team including the delivery of the Union Awards, Welcome, Welcome Back and Elections. You will also be responsible for the management of the Union's Welcome Desk (reception) and Student Communities Administrator.

City, University of London and St George's, University of London have signed an agreement to merge to become the combined institution City St George's, University of London. The Union will also, pending final approval, be merging with St George's Students' Union from 1st August to form City St George's Students' Union. This exciting opportunity may involve occasional work at the current St George's Students' Union office which is based in Tooting.

You will work on site, mainly at Northampton Square office with occasional work at the office in Tooting and other sites as per the needs of our students. This is a student facing role so being on campus during term time is essential to make sure students get to know you and to make sure they feel supported by us. You will be expected on site 4+ days a week during term time.



Role Profile

Post:	Student Communities Coordinator
Department:	City, University of London Students' Union
Grade:	5
Tenure:	Permanent
Responsible to:	Communities and Events Manager
Responsible for:	Student Communities Administrator, Micro-Placement Programme Students, occasional temporary staff, and volunteers

Summary of Post / Job Purpose

This post contributes to the delivery of community and student-led activity and events for students at City, University of London and is one of our most student-facing positions. The purpose of this role is to build strong communities of students by facilitating the development and administration of Societies, Student Fundraising and Student Media. Alongside supporting these groups, the postholder helps our Students' Union Officers and staff deliver on and off campus events such as the annual Welcome programme and Union Awards.

Responsibilities / Principal Accountabilities

1. To administrate, enhance and support all Student Group (Societies, Student Media, Communities) processes and associated mechanisms.

- To lead on delivering excellent support to all Union Student Groups.
- To undertake relevant administrative tasks to provide excellent and personal support to Student Leaders, including but not limited to: updating membership lists; processing room bookings; event/activity proposal forms; finance forms; external speaker requests; fundraising requests; and risk assessments.
- To provide 1:1 and group support and guidance to Student Leaders on events management, including advising on budgets, venues, suppliers, promotional materials, sponsorship, audience and evaluation.
- To ensure Student Groups are run in accordance with the Union's legal requirements, bye-laws, policies and procedures.
- To coordinate and lead on reviewing external speaker requests on behalf of the Union, advising the lead Students' Union Officer on effective measures to enable events to go ahead safely.
- To coordinate communications with Student Leaders, including drop-in sessions.
- To organise mediation initiatives and resolve conflict between Student Leaders as issues arise.
- To build and maintain relationships with University staff relevant to the post (Timetabling, PAF, Safety Office, Course Officers, Security, Catering/Bar)

Manager, Head of Student Support). Liaising with staff and other external parties to share/seek information relating to Student Groups.

- To build and maintain relationships with externals and third-party groups relevant to the delivery of Student Groups (suppliers, venues, trainers, local community groups, charities, other students' unions).
- To ensure all documents and webpages relating to the running of Student Groups are annually updated, including revising the Student Groups Handbook annually (previously Regulations).
- To lead on the creation, facilitation and evaluation of a training programme that ensures Student Leaders have the skills to effectively run their group; including understanding all processes and EDI responsibilities.
- To maintain and update training resources.
- To track and measure the engagement Student Leaders have with any training resources.
- To advise Student Leaders on matters including increasing membership, acquiring funding, increasing activity, dealing with challenges, and membership support.
- To coordinate the promotion of Student Groups' events through central online channels.
- To lead on the delivery of annual Student Group committee elections.
- To annually support the handover of leadership responsibilities between outgoing and incoming Student Leaders.
- To raise Safeguarding concerns relating to Student Groups to the SU Communities & Events Manager and escalate to City where applicable.

2. To oversee the delivery and development of Union and student-led activity and events on and off campus to foster a sense of community.

- Deliver a programme of Union and student-led activity, both in person and online catering for a wide range of demographics.
- Identify and work with the University and external partners to expand the provision of events / entertainments for City students.
- Contribute to the Union's wider events programme, including but not limited to Welcome Week, Welcome Back, Union Awards, and Elections.
- Coordinate events including booking venues, artists and managing sales.
- Directly support students to run events by providing resources, support and specialist knowledge.
- To complete risk-assessments and any other relevant events administration required for the delivery of any activity.
- To support Student Leaders to utilise spaces on campus and online for events and work together with relevant teams to ensure the success, safety, and quality of events.
- To regularly run 'go out and talk' / student engagement activity across City's campuses to understand students' feedback and demands.

3. To develop and contribute to the operational and strategic planning for the Communities Team.

- To support the department line manager by monitoring Student Leaders budgets to ensure the financial controls are maintained by Student Groups, providing reports and information as required.

- To support the department line manager in annual operational planning for the department.
- To ensure the efficient upkeep of equipment and resources related to Student Groups, including ensuring appropriate measures to record use and storage and monitor health & safety requirements.
- To support strategic working groups and any matters arising relating to Student Communities.

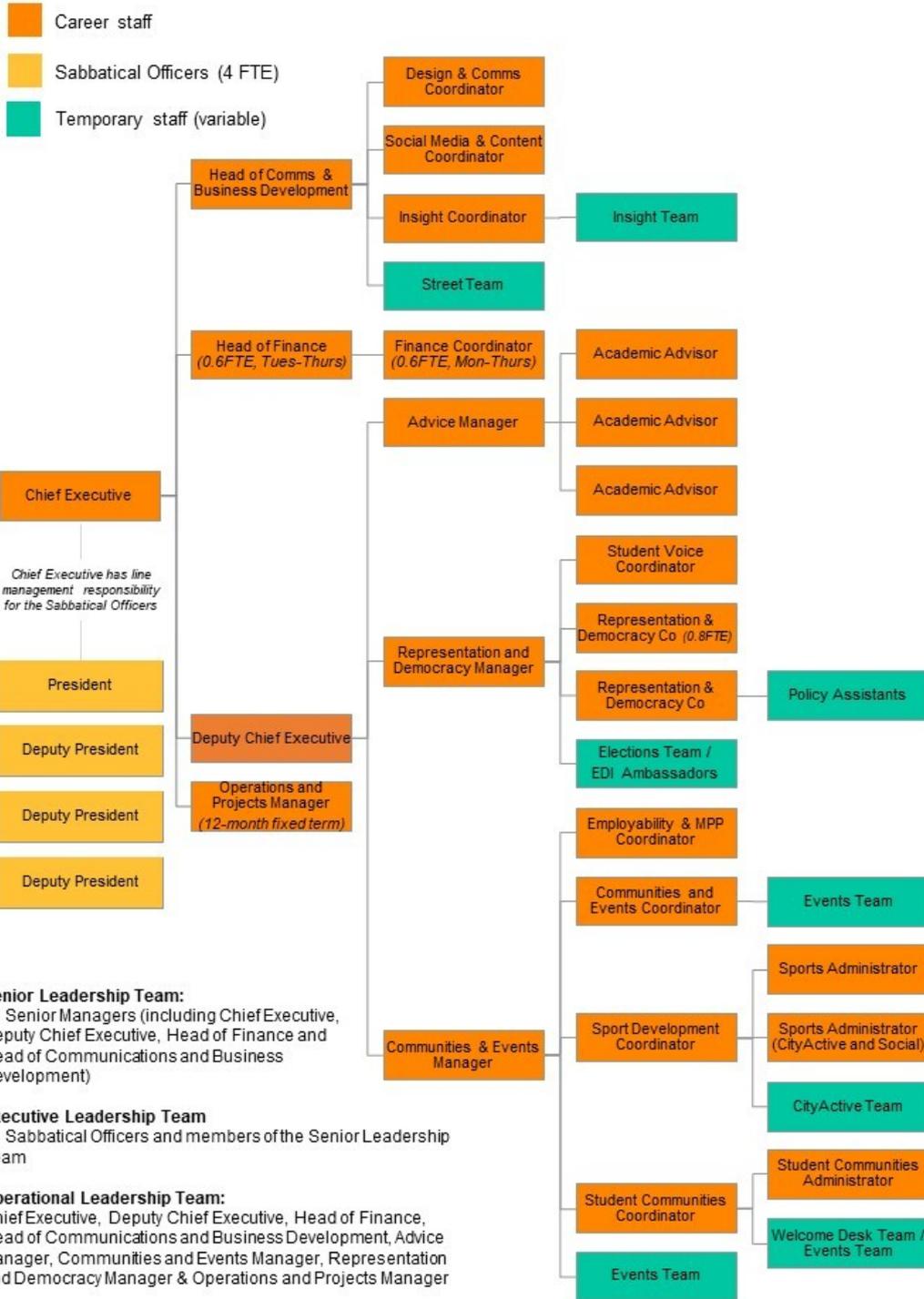
4. General

- Represent and be an ambassador for the Union.
- To support the delivery of Students' Union Officer and Assembly priorities across the year as needed.
- To provide briefings and policy updates to the Students' Union Officers and other elected Student Leaders as required.
- To adhere to all relevant Union policy, procedures and governing documents at all times.
- To actively demonstrate commitment to equality, diversity and inclusion.
- To undertake appropriate training and development as required for the role.
- To assist in key Union activity and events throughout the year, including but not limited to Welcome, Elections, Check-in Calls and the Micro-Placement Programme.
- 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.
- To treat any personal, private or sensitive information about an individual or organisations and/or clients or staff confidentially in line with GDPR compliance.
- To actively engage in student-facing projects and activities of all kinds as required.
- To supervise temporary staff, Ambassadors, Micro-Placement students, or volunteers as required.
- To provide administrative support as required.
- Work independently and be administratively self-supporting.

Candidate Specification

Criteria	Essential (E)/ Desirable (D)	Assessment (Application (A) / Interview (I)/ Task (T)
Qualifications and Knowledge		
Knowledge of legal / operational requirements and risks associated with volunteer activities and events	E	A, I
Experience		
Experience working with, and supporting volunteers	E	A, I, T
Relevant experience providing effective administrative support	E	A, I, T
Experience of coordinating events, including consideration of health & safety requirements	E	A, I, T
Experience of successful event management	E	A, I, T
Experience of successful project management	E	A, I
Experience in monitoring and managing budgets	D	A, I
Skills and Abilities		
Ability to work with, and deliver for diverse communities of people	E	A, I, T
Excellent verbal and written communication skills	E	A, I, T
Ability to communicate with stakeholders from a wide variety of backgrounds	E	A, I, T
Proficient with technology, including the ability to use Microsoft Office and online meeting tools	E	A, I, T
Ability to work with minimum supervision, manage own workload, meet deadlines, determine priorities and deal with multiple demands	E	A, I
Ability to work independently and as part of a team	E	A
Commitment to equity and sustainability	E	A, I

Structure



Senior Leadership Team:
 All Senior Managers (including Chief Executive, Deputy Chief Executive, Head of Finance and Head of Communications and Business Development)

Executive Leadership Team
 All Sabbatical Officers and members of the Senior Leadership Team

Operational Leadership Team:
 Chief Executive, Deputy Chief Executive, Head of Finance, Head of Communications and Business Development, Advice Manager, Communities and Events Manager, Representation and Democracy Manager & Operations and Projects Manager

How to Apply

Applications Close: 7th May

Interview Date: 22nd May 2024 (In person)

Please apply through the City, University of London [website](#).

The Union will do a second round of interviews if needed.

If you have any questions regarding the role or organisation, please Ryan Ginger, Communities and Events Manager ryan.ginger@city.ac.uk

