

**Job Description**

**Students’ Union Coordinator – ARU London**

***Vision***

Students creating success together.

***Mission***

A Union with a personal connection to all students. We recognise individual aspirations for success and support students to collaborate and realise their ambitions.

***Values***

*We are:*

**Inclusive** - We champion equality, diversity and inclusion. We respect the needs of the individual and the wider student community.

**Honest** - We act honestly, think ahead and deliver on our promises. We share our hopes, challenges and successes widely and effectively.

**Collaborative** - We always seek to work in partnership to help us realise our shared ambitions.

**Determined** - We know what is important to ARU students and are driven to achieve the best possible outcomes for them.

**Reporting to:** Students’ Union Manager - ARU London

**Section:** ARU London

**Salary:**  £20,534 + £1,800 London Allowance (pro rata)

**Hours of Work:**  35 hours per week; flexibility required

**Place of Work:** ARU London Campus: Farringdon

The Students’ Union is fully committed to its policies and procedures on Equality, Diversity and Inclusion.

**Purpose of Job:** To be the first point of contact and face of Anglia Ruskin Students’ Union on the ARU London Campus. To actively engage students in the democratic and representative functions of the Students’ Union and coordinate the election, training and ongoing support of student representatives including the Vice President (ARU London). To promote the services available and support students accessing the Advice Service. Develop a targeted range of activities to enhance the student experience. Encourage, support and assist students in setting up and joining a targeted range of student led activities; ensuring all activities take place under appropriately risk-assessed and safe conditions.

**Student Representation & Democracy**

Train and empower all ARU London student representatives with the skills and knowledge to effectively fulfil their roles:

* To administer and organise the elections processes for all representative positions as required on the ARU London campus.
* Develop and deliver appropriate training for Reps at ARU London.
* Prepare and support ARU London Reps to be effective in their membership of committees and meetings, including preparation of relevant training or publicity materials;
* Prepare briefing notes and provide written feedback following Students’ Union and University meetings in a clear and concise way;
* Regularly communicate with student representatives through meetings, our website, e-mail and relevant social media.
* Advise the Students’ Union and on relevant trends and areas of activity within your area of responsibility, to support the production of an annual SU impact report;
* In conjunction with other relevant staff, ensure the achievements and successes of all representatives are recognised and celebrated.
* Provide comprehensive support to the Vice President (ARU London) to plan individual and organisation-wide campaigning priorities, through the development of project plans.
* Provide administrative and operational coordination and support with the implementation of campaigns.

**Student Activities and Volunteering**

* To create and support sustainable, targeted student-led groups on the ARU London Campus; based on student feedback.
* Deliver training to student leaders / committee members to equip them with the knowledge and skills necessary to run their group effectively;
* Coordinate, deliver and promote relevant activities, and events with the aim to increase participation;
* Actively contribute to the organisation and delivery of large scale events on the London Campus, such as Freshers Week.

**Administration**

* Be the Union’s first point of contact for ARU London students in a friendly, effective and efficient manner and ensure all interactions provide the highest levels of customer service possible;
* Ensure the facilities and equipment stored or used on the London campus is effectively maintained and secured;
* Provide support to the advice service by arranging appointments for students ;
* Maintain the office in a professional and tidy manner;
* Ensure paperwork is fully completed and up to date and stored appropriately;
* Maintain and update promotional materials in line with the Students’ Union communication strategy;
* Maintain up to date accurate statistics within the department;
* Maintain comprehensive membership data in line with Data Protection;
* Oversee the management of student staff/volunteers as and when needed

**Health & Safety**

* **Provide health & safety advice and guidance to ensure activities take place under safe conditions;**
* **Ensure acceptable risk assessments exist for all SU activity on the ARU London Campus and maintain up to date records;**
* **Ensure rigorous compliance with health and safety policies;**
* **Undertake checks to certify that appropriate procedures are in place. Where there is evidence of inadequate documentation or procedure, report this to the line manager to ensure appropriate action to safeguard participants;**
* **Ensure rigorous compliance with the Disclosure and Barring Service (DBS) legislation.**

**Other**

* Ensure the Union’s Articles and Bye Laws are adhered to;
* Assist in sourcing external funding streams to develop projects relevant to student experience;
1. Support the Union’s environmental policy;
* Carry out all duties and responsibilities in accordance with the Equal Opportunities Policy and Student/Staff Protocol;
* Actively promote exceptional customer service, taking a proactive approach at all times;
* Attend and contribute to team meetings, Students’ Union meetings, and other meetings as directed being held on other campuses;
* Carry out any other duties or projects as may be assigned to the post-holder by the Students’ Union and which are reasonably consistent with the position.

The Students’ Union expects all staff to participate in any training programme, meeting or conference considered relevant to your job. The Students’ Union expects all staff to participate in, and take ownership of, their Induction, Personal Development Review, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher’s Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

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| **Criteria** | **Essential** | **Desirable** |
| **Education/Qualifications** |  |  |
| Minimum G.C.S.E. or Level 2 equivalent English and Maths | 🗸 |  |
| Degree |  | 🗸 |
| First Aid certificate  |  | 🗸 |
| **Knowledge & Experience** |  |  |
| Sound experience working within democratic, representative or administrative structures in an Education setting | 🗸 |  |
| Sound experience supporting activities, trips or cultural events |  | 🗸 |
| Knowledge of issues affecting students in higher education | 🗸 |  |
| Building relationships with a diverse range of personnel | 🗸 |  |
| Delivering training workshops in relevant skills | 🗸 |  |
| Providing briefings for committees and meetings |  | 🗸 |
| **Skills & Abilities** |  |  |
| Computer literacy and keyboard skills (Microsoft Office) | 🗸 |  |
| Ability to coordinate events | 🗸 |  |
| Excellent communication skills both written and oral | 🗸 |  |
| Time management and prioritising skills | 🗸 |  |
| Ability to work with others; sharing goals and updates and providing hand over materials. | 🗸 |  |
| **Personal Qualities** |  |  |
| Patience, enthusiasm, ability to motivate others | 🗸 |  |
| Commitment to working in a democratic environment | 🗸 |  |
| Flexible and adaptable approach to work and working hours | 🗸 |  |
| Student focused, with a calm, approachable manner | 🗸 |  |
| An ability to work independently and with team members in remote locations | 🗸 |  |
| **Other** |  |  |
| Understanding of and commitment to the principles of equal opportunities | 🗸 |  |
| A desire for self-development and willingness to engage in training opportunities | 🗸 |  |
| Ability to travel independently to other locations when required | 🗸 |  |