



**Director of  
Membership Services**

**Candidate Information Pack**

# A MESSAGE FROM OUR PRESIDENT & CEO

On behalf of the Board of Trustees, thank you for expressing an interest in becoming ARU Students' Union Director of Membership Services.

We are a vibrant and exciting membership organisation looking for a leader who can innovate, collaborate, and deliver an exceptional experience to our members. Coming to university is a life-changing experience, and the Students' Union is here to support members, from application through to graduation and beyond.

Creating and building communities is a large part of what we do, and with over 100 student-led clubs and societies to get involved in there are opportunities for everyone. And for the times when our members need extra help and support the Union has a free, independent Advice Centre offering advocacy on academic issues as well as proactive advice on housing and money.

The new Director of Membership Services will be joining a talented and committed team and a Students' Union which has a strong relationship with Anglia Ruskin University. We have some exciting plans for future growth and diversification, bringing opportunity for innovation and positive change and having a positive impact on students' lives.

Thank you for your interest in this role and we look forward to meeting you.



**Muneeb Iqbal**  
President



**John Valerkou**  
Chief Executive



# ABOUT US

ARU Students' Union is an independent not-for-profit charity affiliated with Anglia Ruskin University.

## OUR VISION

To make a difference to every student.

## OUR VALUES

- Challenging
- Collaborative
- Creative
- Inclusive
- Sustainable

## OUR STRATEGIC COMMITMENTS TO OUR MEMBERS ARE...

- **Conversations with you...** We will have meaningful and honest conversations together, which shapes what we do along your journey
- **Belonging...** We will help you form strong communities and friendships; to have fun and feel supported by the University, by us and by each other
- **Broadening your horizons...** We will help you develop and discover your ambitions for the future. We will support you to be brave, resilient and explore opportunities on your journey through University.
- **Improving your learning...** We will place your education at the heart of our work. Collaborating with you and the University to make a positive impact now and for the students who come after.





# WHAT WE DO

ARU Students' Union is the representative body for Anglia Ruskin University's 33,000 students.

## Advice

We offer professional guidance and support to students, free at the point of access. Our expertise covers a variety of areas, including issues relating to study, finances, housing and student wellbeing.

## Representation & Democracy

It is important that students have a formal channel of communication with the University so that they can influence the decisions that will affect them. The Union provides training and support for elected leaders and helps them to represent students' interests. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their strategy.

## Societies, Sports, and Socials

We provide social, cultural, sporting and recreational activities and forums for discussions and debate for the personal development of students.

## Our relationship with the University

Anglia Ruskin University prides itself on delivering an education that is student centred and diverse. It is an ambitious institution with a genuine commitment to widening participating and supporting the work we do for students. We are proud of the strong collaborative relationship we have with the University and continue to nurture this relationship will be a key priority for the future.





# HOW WE ARE RUN

## Finances

We receive money in two main ways: through a grant from the University and through generating income via our commercial activities. As a charity we are not-for-profit and every penny made is reinvested back into services for our students' activities.

## Governance

We are governed by our Articles of Association and an associated set of bye-laws. The Union has a Board of Trustees who are also the Directors of the company.

## Our Trustee Board

The Board of Trustees ensure that we are operating properly and in the best interests of the students and oversees the work of staff, through the Chief Executive Officer, who is responsible to the Board. They have responsibility for the budget, governance and strategy of the Union.

Our Board of Trustees is made up of Student Trustees, External Trustees and the five Executive Officers. To ensure we remain student led, we appoint up to four students as Trustees on the Board.

[You can find out more about the Elected Officers here.](#)



# OUR STRUCTURE

Trustee Board

Elected Officers

Chief Executive

Membership  
Engagement

Finance

Commercial  
and Comms

Governance  
and Projects

HR and  
People  
Operations





# WORKING AT ARU STUDENTS' UNION

## Our Location

You will split your time between our campuses in Chelmsford, Peterborough, Cambridge and occasional travel will be required to London. The main base will either be the Cambridge office or Chelmsford office, this is flexible. Whilst 60% of your time will be on location, you have the flexibility to plan your time and to also work from home.

If you would like to know more about Cambridge as a place to live and work, please see <https://www.visitcambridge.org/>

## Your Salary and Benefits

This role offers a salary of £50,087.50.

You will have access to a wide range of benefits including:

- Matched 6% pension scheme
- 25 days' holiday, plus bank holidays and additional days over Christmas and Easter
- Supportive policies, including flexible working and family friendly policies
- A range of support services including an Employee Assistance Programme and Cycle to Work Scheme to support staff wellbeing
- Access to a range of discounts including discounted gym membership on Cambridge and Chelmsford campuses





# WORKING AT ARU STUDENTS' UNION

## Our Commitment to Inclusion

Our core value of inclusivity covers not only how we aim to work with our student members but also how we as a staff team operate at ARU Students' Union. As such, we ensure that all of our colleagues at ARU Students' Union are valued, included and supported, and that we create an environment where every person is able to bring the fullness of their lives to work.

We respect everyone's individual identity and celebrate difference, and therefore welcome applications from all candidates; irrespective of age, disability, gender, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We are committed to creating a fairer, more equal, more inclusive and more diverse workforce, representative of the population here at ARU Students' Union.

## Your Wellbeing

ARU Students' Union is a great place to achieve a work-life balance. We genuinely care about our people being able to thrive both at work and at home, so we enable our colleagues to work flexibly, ensuring that they are able to achieve great things for students and collaborate effectively with each other, whilst looking after their own health and wellbeing.

# ABOUT THE ROLE

## JOB TITLE

Director of Membership Services

## SALARY DETAILS

£50,087.50

## REPORTS TO

Chief Executive Officer

## WORKING HOURS

35 hours per week

## RESPONSIBLE FOR

Engagement Manager, Advice Manager, Opportunities Manager  
and ARU Peterborough

## ROLE PURPOSE

The Director of Membership Services is responsible for strategic development and operational management of the Union's Membership activities. As a member of the Senior Management Team the post holder will lead on large-scale projects, support Student Officers in the leadership of the Students' Union and drive forward the ARU Students' Union Strategy.

## KEY RESPONSIBILITIES

### Strategy and Development

- Ensure the ongoing relevance, diversity, and sustainability of the Union's membership activities in line with our core values and the purpose of the organisation.
- Support officers to effectively represent students' interests or needs, to the University and other key stakeholders.
- Support other ARU Students' Union leaders to build the Union's national profile and reputation.
- Oversee the implementation of plans outlined in the Union's strategic and departmental plans.
- Provide expert insight on the areas within your remit to the Trustees and other committees and working groups as required.
- Build strong relationships in the SU sector; be an ambassador for the Union.

### Leadership and People Management

- Be actively inclusive and collaborative as a leader; develop an inclusive, professional, and positive culture of collaboration and creativity across teams.
- Set and maintain high standards for the Membership Services team; leading, developing, supporting, and coaching staff.
- Support your teams to effectively demonstrate the impact of their work to members, the University and other stakeholders.
- Develop strategic partnerships that support your teams to deliver their work.

# ABOUT THE ROLE

## KEY RESPONSIBILITIES CONTINUED

### Delivery

- Oversee excellent service standards, performance and delivery across our full range of membership services.
- Proactively develop and deliver partnership projects and partnership opportunities for students, the University and ARU Students' Union.
- Research and develop new ways of delivering student engagement in membership services to improve student influence and experience particularly with underrepresented groups.
- Keep up to date with the sector and utilise that knowledge to continuously push for what we do to be innovative and creative.
- Understand patterns, trends and data to ensure that the ARU Students' Union strategic aims are being met

### Compliance and Governance

- Develop and oversee the Union's participation in University committee meetings and working groups.
- Ensure the Union's participation in working groups creates impact.
- Prepare and develop membership budgets, capital proposals, investment plans and other financial requirements in collaboration with staff, Officers and the Senior Management Team.
- Attend Trustee Board meetings, reporting on key information and organisational strategy.
- Ensure strict adherence to General Data Protection Regulation (GDPR) guidelines in all aspects of member data management, privacy policies, and data security protocols.
- Lead on the management of compliance and risk in own areas of responsibility and contribute to the wider organisational risk register to ensure safe activities for members and others.
- Act as the Designated Safeguarding Lead for ARU Students' Union.
- Undertake other activities and duties commensurate with the role as requested by the CEO, including deputising, leading projects, and supporting other departments.



# ABOUT YOU

## QUALIFICATIONS AND EXPERIENCE

- Significant experience of working within an education or membership led charity or organisation.
- Experience of managing staff within a student, member or customer focused environment, including recruitment, development and performance management.
- Experience of developing and delivering operational plans to achieve strategic growth.
- Evidence of ongoing professional development ideally within leadership or management.

## KNOWLEDGE AND SKILLS

- An ability to analyse data and draw trends and conclusions.
- Able to strategically analyse services and identify developments needed to improve engagement and effectiveness.
- Able to manage complex projects or programmes of work.
- Able to coach others and facilitate collaboration.
- Able to build high-quality stakeholder partnerships.
- Excellent communication and interpersonal skills, with the ability to negotiate, influence and challenge others.
- Able to think strategically and translate that thinking into operational plans that reflect an organisation's values.

## VALUES AND BEHAVIOURS

- Able to uphold the values of ARU SU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Passionate about working in a democratic environment that is led by students.
- Actively committed to the growth of equality of opportunity and diversity.
- An enthusiastic and flexible approach and willing to support colleagues.
- Commitment to continual professional development and willing to give and receive constructive feedback.



# HOW TO APPLY

The closing date for applications is **Monday 27th November (at midnight)**.

Please reserve the following dates in your diary when you apply:

**First Stage Interviews (Remote)**

Wednesday 6th December 2023

**Final Interviews (in-person)**

Wednesday 13th December 2023

## YOUR APPLICATION

Please ensure you have read the full Recruitment Pack before applying. On the online application form, you will be asked to answer the following questions related to the role:

- Why do you want to work at ARU Students' Union and how do your values align to ours?
- What qualities will you bring to the role that will support the success of our membership services?
- Can you give an example where you have developed the performance of a team you led to deliver success?

You may wish to prepare your answers to the questions on the form in a separate document, to avoid losing your responses before you submit them.



[Click here to apply.](#)

AtkinsonHR

If you have any queries or would like to arrange an informal discussion about the role please contact our recruitment partners, Atkinson HR Consulting, via e-mail: **Sannah@atkinsonhrconsulting.co.uk**

Conversations with the Chief Executive can also be arranged through discussion with Atkinson HR Consulting.

