

JOB DESCRIPTION

Job title:	Chief Executive Officer
Department:	Students' Union
Responsible to:	The Students' Union President and through him/her the Board of Trustees
Responsible for:	Student Voice Manager; Student Opportunities Manager; Operations & Business Development Manager; Finance & Resources Manager.
Salary Scale:	Grade E
Hours of Work:	Full-time. 35 hours a week. Flexibility will be required
Role Summary:	To provide continuity in the management of the Union's commercial, physical, financial and human resources in accordance with Students' Union policy. To provide advice and support to elected Officers on all aspects of the Students' Union but particularly in relation to statutory, constitutional or contractual constraints on their powers of Office, and on decisions which are likely to have long term implications beyond their term of Office.

KEY ACCOUNTABILITIES, RESPONSIBILITIES AND DUTIES:

1. To organise and direct the human, physical and financial resources of the Students' Union in a manner consistent with forward planning.
2. To ensure that decisions are taken after full consideration of the financial, legal, personnel, ethical, environmental and resource implications and within the framework of Students' Union policy and the Constitution.
3. To ensure that student officers receive professional advice, information and support both from relevant Students' Union staff and elsewhere. This will entail:
 - Attendance at meetings of the Trustee Board, Legal Compliance Committee, Staffing Committee, Senate, Health and Safety and any others deemed appropriate by the elected officers.
 - Liaison with officers and staff of the University, and senior staff of other Students' Unions and NUS Services Limited.
 - Being involved in the annual training and induction of newly elected student officers.
 - Ensuring familiarity with current Students' Union Policy and the requirements of the Union Constitution.
 - Research and understanding of current issues in Higher Education and enhancement in student experience.
 - Support and develop the culture of the organisation as directed by the Trustee Board
 - To ensure effective relationships and partnerships are built and maintained especially in the local community, local business, community and the University.
4. As senior member of staff, the Chief Executive will be responsible for the motivation, direction and discipline of all staff and for the development and maintenance of systems which ensure effective human resource management. This will entail:
 - Giving the lead in staff planning, recruitment selection, induction, change, training and development.
 - Enforcing agreed terms and conditions of work.
 - Ensuring effective and continuous communication among staff and between student officers.
 - Providing the motivation of staff working towards maintaining high morale and support by means of organisational objectives.
 - Monitoring a staff appraisal system.
 - Reporting to the Sabbatical Officers and Staffing Committee any issues relating to staff.
5. To supervise the finance and administrative systems of the Students' Union as defined by statutory, organisational and officer need. This will entail:
 - Ensuring that proper books of account are kept and that statutory returns are made accurately and on time.

- Ensuring that systems of control in respect of the Students' Union's cash, bank accounts, stocks and material assets are created and maintained at a level appropriate to the financial activity of the Students' Union.
- Ensuring that management accounts are prepared in respect of all activity on a periodic basis and in a form appropriate to the needs of elected student officers.
- Preparing commentaries in respect of the management accounts drawing the attention of elected officers to potential and actual variances from budget and advising upon remedial action.
- Providing advice to elected officers, including the preparation of draft proposals, where appropriate, in respect of the annual budget of the Students' Union, and any budget revisions that may become necessary.
- Advising officers on opportunities for long term investments and capital expenditure through the preparation of proposals showing costs and projected returns.

6. To seek out and evaluate opportunities for the improvement of the trading services offered by the Students' Union to its members and others, in accordance with the following criteria:

- Increases in the total sales of goods and services by volume.
- Increases in net surplus resulting from improved efficiency.
- Increases in the range of profitable services provided.
- Reductions in cost prices arising from collective purchasing.
- To obtain value for money for the users of the Students' Union.
- To maintain current and develop future trading services in the context of agreed organisational goals and strategy.
- To ensure the commercial viability of the organisation is maintained and that other income streams are actively sourced.

7. To be responsible for the management of the Students' Union's premises and assets through:

- Ensuring the maintenance, security and insurance of all Union assets.
- Ensuring the maintenance of the fabric of the premises administered by the Students' Union in accordance with the agreements between the Students' Union and the University.
- Enforcing health and safety procedures and rules throughout the premises.
- Liaison with the appropriate officers of the University in respect of the above.

8. To hold authority over Students' Union contracts and expenditure through

- Authorising expenditure on such accounts and within such limits as shall be laid down by financial regulations from time to time.
- Signing contracts on behalf of the Students' Union with the support and general resolution of approval by an appropriate committee.
- Acting as co-signatory to accounts of all kinds held by the Students' Union with financial institutions.
- Acting as Company Secretary for any subsidiary companies.
- Determining, subject to appeal, all matters arising from the contracts of employment of individual members of staff, in accordance with the conditions of service in force at the time.

9. To ensure that all Students' Union activities operate within the law and with due regard to statutory obligations. This will entail:

- Ensuring compliance with legal and contractual requirements such as the Education Act, charitable law, employment law and ethical and environmental best practice.
- Liaison with the Students' Union's solicitors, auditors and bankers.

10. The Chief Executive will attend residential conferences and training events as required.

11. The Chief Executive will be required to undertake any other duties as required by the Students' Union that are reasonable and within the general scope of the job role.

Personal contacts: Staff and members of the Students' Union, staff within the University, Chief Executives in other SUs, external auditors, external and student trustees, local authorities and other professional bodies.

Revised: March 2018

PERSON SPECIFICATION

Job title: Chief Executive Officer

The person specification focuses on the qualifications, experience, knowledge, skills, talents and attitude required to undertake the role effectively.

Requirements	Essential	Desirable
QUALIFICATIONS		
Good general education – post A level or equivalent	X	
Evidence of continuous professional development	X	
Business/management &/or professional qualification		X
EXPERIENCE		
Minimum 2 years of proven management experience	X	
Managing and developing trading services/activities	X	
Compiling and interpreting budgets, interpreting management accounts and exercising financial control	X	
Managing and developing staff	X	
Project management of either a major change programme and/or service development	X	
Proven track record of team working	X	
Working for a membership organisation		X
Implementing a development programme (e.g. Investors in People) and/or experience of business / strategic planning		X
Experience of being a designated premises supervisor		X
Developing financial policies and procedures		X
Fundraising or generating income from external sources		X
KNOWLEDGE, SKILLS & ABILITIES		
Excellent working knowledge of relevant legislation, charity law, employment law and good governance principles	X	
Higher Education sector trends, particularly with reference to the student experience		X
Good practice in relation to HR management, policies and procedures	X	
Excellent oral and written communication skills, including listening skills and report writing	X	
Understanding of principles of outstanding customer service and ability to deliver this to key stakeholders	X	
Ability to establish strong working relationships with a range of different stakeholders	X	
IT systems including Microsoft Office and an understanding of how to use IT systems and data to drive organisational performance	X	
Interpretation and analysis of complex and lengthy reports	X	
Excellent planning, organisation and administration skills	X	
Leadership skills and a participative management style	X	
Design and delivery of training programmes		X
Marketing related skills e.g. market research and advertising	X	
TALENTS & ATTITUDE		
Commitment to equality, diversity and inclusion and ability to engage students and stakeholders from all backgrounds	X	
Discipline driven - committed to high standards, attention to detail and focused on exceptional delivery and robust processes	X	
Flexible and resilient - able to thrive and lead in a busy, fast paced and change-driven environment	X	
Ability to motivate and engage team members to build a high-performing team	X	
Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders	X	
Ability to work occasional evenings and weekends	X	
Ability to attend occasional residential conferences and meetings	X	