

## JOB DESCRIPTION

<b>Job title:</b>	Student Voice Manager
<b>Department:</b>	Student Voice
<b>Responsible to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Student Voice Coordinator; Design & Communications Coordinator;
<b>Salary Scale:</b>	Grade D
<b>Hours of Work:</b>	30 hours worked over four days (flexibility required)
<b>Role Summary:</b>	To manage and develop the student voice functions of the Students' Union including the Information Point Service. To support and develop the Sabbatical Officers and other elected officers to thrive and achieve their aims. Be a member of the management team and contribute to the strategic direction of the organisation in line with its aims and objectives.

### KEY ACCOUNTABILITIES:

This role is accountable for:

- A. To oversee the delivery, and reporting of performance, of the 'Your Views' and 'Your Studies' aspects of the strategic plan acting as the lead manager and forming a programme group to undertake a 'stop, start, continue' process to prioritise and assess areas of work;
- B. Being an engaged member of the management team and driving an inclusive, positive and high-performing culture across the Students' Union;
- C. Ensuring there are effective spaces and processes for students to express their views and shape their own academic experience;
- D. Enabling students to drive positive change within the University, local community and nationally;
- E. Growing the numbers of students actively engaged in the democratic and representative structures of the Students' Union;
- F. Ensuring that students engaged within the democratic and representative structures have a positive and enriching experience.

### DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

#### 1. Management

- Determine the direction of the Student Voice team and ensure work is aligned to the strategic plan.
- Lead the Student Voice team to deliver an exceptional service to students, staff and graduates which is dynamic and innovative in its approach.
- Line Manage all direct reports in line with behaviours outlined in the Students' Union Competency Framework.
- Allocate responsibilities, manage performance and support staff in their personal and professional development.
- Oversight and development of the Information Point service.
- Engage positively as a member of the management team, supporting and challenging colleagues to ensure effective collaboration across the organisation.
- To propose and manage the annual Student Voice budget.

#### 2. Strategy and Development

- Develop processes, procedures, policies and democratic structures that support the academic structures of the University.
- Identify current and emerging trends in Student Voice, Students' Unions and the HE sector, which will shape the direction of the department and organisation.

- Identify, recognise and remedy barriers to participation from underrepresented students within York St John and ensure that plans are in place to build engagement amongst all students.
- Liaise with the CEO in maintaining and developing governance documents, including the constitution and ensure compliance to legal requirements.
- Ensure appropriate input to the organisational learning and development plan.

### **3. Communication**

- Lead on the development of communications which promotes campaigns, representation and activities for the Students Union working with both the Students' Union Marketing Team;
- Be responsible for the Students' Union annual campaigns plan which details the intended methodology, outcomes and performance indicators to monitor campaign effectiveness.

### **4. Representation**

- Implement and review an elections strategy that ensures continuous growth, diversity and enhancement in participation;
- Develop, plan and monitor a process that ensures Senate is delivered in line with the Students' Union governing documents with the student voice at the front of moving the organisation forward.
- To be knowledgeable of YJSU Constitution and Bye- Laws, including any legal requirements.
- To provide ongoing mentoring and coaching support for Sabbatical Officers as required.

### **5. General / Other Duties**

- To understand and uphold the Vision, Mission and Values of the organisation and ensure that these guide and inform the work and conduct of the post holder.
- To attend conferences, training events and staff development days as they arise.
- To undertake duties from time to time, as requested that may be reasonably considered within the scope of the post.
- To carry out all duties with full regard to the Students' Union policies and procedures.

**Revised:** March 2018

## PERSON SPECIFICATION

### Job title: Student Voice Manager

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

Requirements	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education to A-level standard	X	
Educated to degree level or possessing equivalent qualifications and training		X
Relevant postgraduate qualification i.e. leadership development, campaigning, policy etc		X
<b>EXPERIENCE</b>		
Line managing others to build high performance		X
Working in a democratic, campaigning or membership organisation	X	
Experience of devising, implementing and monitoring development plans	X	
Project management and leadership	X	
Managing and setting budgets effectively		X
Coaching and mentoring	X	
<b>KNOWLEDGE &amp; SKILLS</b>		
Good knowledge of relevant legislation, charity law and good governance principles	X	
Higher Education trends, particularly with reference to the student experience	X	
Current best practice and trends in research, policy, campaigning and communication		X
Excellent oral and written communication skills, including listening skills and report writing	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	
<b>TALENTS &amp; ATTITUDE</b>		
Commitment to equality, diversity and inclusion and ability to engage students and stakeholders from all backgrounds	X	
Outcome-focused - passionate about creating change and able to recognise that this can be achieved through a range of tactics	X	
Ability to motivate and engage team members to build a high-performing Student Voice team	X	
Ability to thrive and lead in a busy, fast paced and change-driven environment	X	
Collaborative and a team player - happy helping others, celebrating others' successes and supporting people to achieve individual and team goals	X	
Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders	X	