

STUDENT ENGAGEMENT COORDINATOR

JOB DESCRIPTION

Grade: 4 (£22,681 - £24,533)

Responsible to: Student Engagement Manager

Responsible for: None

Functional Relationships: Students, elected student leaders, Executive Officers, faculty staff

THIS IS US

SO, WHO ARE WE?

We are a registered charity, completely independent from the University. Led by students, underpinned by volunteers and staff, we seek to ensure that your time at the University is the best it can possibly be – that it is rewarding, fulfilling and memorable. All students automatically become members of the Students' Union – a vibrant, diverse, global community.

As a member, you are entitled to all of our services and opportunities, including sports, societies, volunteering, welfare, advice and support, and representation, our retail outlets and our nightclub. Whatever your passion or interest, time commitment or background, it couldn't be easier to get involved in an activity at the Students' Union – we have something for everybody.

WE ARE YOUR STUDENT EXPERIENCE. WE ARE YOUR STUDENTS' UNION.

OUR MISSION

To establish ourselves as the lynch pin of the University of Northampton's student experience. An independent, courageous, and ambitious Union bringing together academic life and student led activity in order to open up a future of possibility and opportunity.

HOW WE OPERATE

Absolute transparency: We will always be transparent in what is decided and the impact of those decision.

Purpose first: As a charity and in line the Education Act 1994 our purpose is primarily one of representation of our student/member body; and the furthering of the educational purposes of the university. We interpret that as being custodians of the University of Northampton Student Experience, providing for the welfare and interests of our students.

Together: Our operating model and approach will be based on collective effort, capability, and strength.

Brilliant: We are raising the bar on performance for staff, representatives, and volunteers so we can be a brilliant organisation. Capabilities will be stretched, and we will invest in targeted capability growth the enable us to succeed.

Play the long game: Every decision needs to be based on the Union we strive to be, not the one we are. Whilst there will be 'quick wins' in terms of what we can do 'now' we need to always be looking forward to and focussing on 2024

JOB DESCRIPTION

Principal Duties and Responsibilities of post-holder

1. Alongside the Student Engagement Team, coordinate, administer and act as first point of contact for NSU's societies, Course Reps and Elected Officers.
2. Ensure the appropriate delivery of NSU's operating procedures in relation to societies, reps and officer-related activity.
3. Support the development, growth and impact of NSU societies by supporting them through the Union's Societies Accreditation Framework.
4. Act as first point of contact for students and University staff for student engagement activities within post-holder's designated faculty.
5. To actively promote student voice in the student community via a number of communications tools, including face to face, and digital platforms.
6. Work with the Insights Coordinator to gather student opinion and use feedback to develop NSU's student engagement services.
7. Support NSU project activity by attending and contribution to project meetings as required.
8. As part of the Student Engagement Team, assist with the recruitment, training and on-going mentorship of student leaders in all areas of NSU activity, ensuring a clear development pathway exists for emerging leaders to progress through.
9. Support the planning and delivery of NSU's Welcome Week activity.
10. To support Elected Officers with the delivery of their manifesto on a day-to-day basis.
11. Ensure NSU webpages are kept up to date with student experience opportunities and activities, and regular and relevant content is provided to the Brand & Comms team.
12. Coordinate student led meetings through effective support of committee chairs, and that appropriate minutes are recorded and disseminated.
13. Work with faculties and SU management to ensure that we are achieving strong outcomes for both organisations.
14. Develop and maintain working relationships with University schools and faculties, including to develop support and opportunities for societies and other student experiences.
15. Liaise with the SU's Health, Safety and Risk Committee to ensure the health and safety of staff and students, and risk assessments are maintained.
16. To support the Student Engagement Manager with the delivery of large SU events/projects such as Freshers' Week, Elections, and Varsity.
17. To support the delivery of Students' Union services at satellite sites as-and-when required.

To contribute to the overall effectiveness of the Union

1. Actively participate in meetings, personal development, and training events where there is a clear link to our strategy, your role or personal development.
2. Ensuring that statutory and legal obligations are met.
3. Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
4. Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
5. Contributing to the positive image of the Students' Union with students, the University and the local community.
6. Working across the Union to share skills, improve capability or capacity and in support of service delivery.
7. Be flexible in your approach to work, ensuring you can work at any site as required, and unsociable hours as required to enable us to fulfil our mission.
8. The job description may be altered at any time in the future in line with the level of the post to meet changing requirements, please be assured that this will only be done in full consultation with the post holder.
9. Such other duties and projects as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

PERSON SPECIFICATION

The person specification will be assessed initially by the application form, followed by interview and if required, assessment.

Attributes	Criteria	Required	Desired
Skills, Knowledge and Experience	Experience of working in Students' Unions and/or the voluntary sector	X	
	Experience of creative problem solving and project management		X
	Knowledge of key issues affecting students and Students' Unions in Higher Education or public sector	X	
	Demonstrable experience of administration processes and systems management	X	
	Experience of working in customer service-related environment and the ability to recognise excellent service standards	X	
	Experience of support and working with student officers		X
	Experience of creating and managing events (incl. management of health and safety, finance)		X
	Experience of working on projects to deliver outcomes		X
	Experience of working in a Students' Union environment or Higher Education		X
	Excellent verbal, written and presentation skills	X	
	Adaptable and flexible approach to service development and delivery	X	