

KCLSU Job Pack

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About KCLSU

We're here to make sure that every student at King's has opportunity to thrive. We're run by students, for students. Our decisions, policies and what we do are decided by our more than 41,000 student members. They elect the Student Leaders they want representing them. As a democratic charity and membership organization, students lead us at every level. As well as empowering our student members to share and use their voice, there's loads of other ways they can get involved with their Students' Union including:

- Impartial and confidential support from our Advice Service
- Joining one or more of the 300+ student-led activity groups, societies and sports clubs.
- Visiting a KCLSU Hub (front of house), available on every campus.
- Connecting and socializing in our four Students' Union bars and cafes.
- Making a difference through volunteering and fundraising.
- Shaping their experience through Student Representatives and Student Officers.
- Working with us as part of our Student Staff Team.

Our Vision

A future where every member of KCLSU has the opportunity to thrive.

Our Mission

Together with our members we are a union of students where individuals love their university experience, are involved in shaping the future, have the power to make change and connect to each other openly.

Our Values

Our Values are the words that we use to describe how we are as people within an organisation. It's how we go about our work.

We are Collaborative, Inclusive, Open and Brave.

Our three areas of work

Our three key areas of work for students to thrive during their time at King's are:

- **Representation:** helping students embrace the opportunity to be leaders for their community.
- **Belonging:** we want students to feel a sense of belonging.
- **Futures:** provide students with tools for a future of opportunities.

Our Values

Inclusive



Collaborative



Open



Brave



Job Description

Job title: Governance Coordinator (Visiting Speakers)

Responsible to: Head of Governance and Compliance

Responsible for: One part-time student staff Governance Assistant

Hours: Full-time (35 hours per week)

Location: Central London

Salary: Band 4(£31,041 - £37,508)

Summary Of Post	<p>The Head of Governance and Compliance is looking for a full-time Governance Coordinator to support the Governance Team at KCLSU.</p> <p>The Governance Coordinator is responsible for supporting the Head of Governance and Compliance with the delivery of the KCLSU Governance Strategy. This includes supporting all aspects of corporate governance for KCLSU: in particular assisting with the timely review of policies and procedures; supporting the complaints management and reporting process (non-election); and coordinating our External Speaker processes for our student activity groups. The post-holder will also assist in the communication of Governance across KCLSU and support the process of staff and Trustee engagement with the Governance Strategy.</p> <p>The post provides an opportunity to learn the functions and operations of effective governance in a charity and education setting.</p>
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Main Tasks

Governance Coordinator (Visiting Speakers) Role

The requirements and responsibilities of this role are central to understanding what is expected and these can be found in the role profile. To be performing well in this area, you must be fulfilling the overall purpose of the role and visibly demonstrating the main accountabilities of the job. This does not always mean that you are expected to fulfil every single responsibility, and you will agree priorities with your manager within the scope of your role profile. You should make sure that you and your manager are broadly happy that your role profile is up to date

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Core Tasks:

Visiting Speakers Responsibility:

Our Governance Coordinator is the key point of contact for all External Speaker bookings by KCLSU student societies and activity groups. Responsibilities include:

- Complete initial checks, and any required risk assessments, for all external speaker bookings, against the trigger criteria within the policy.
- Coordinate mitigations such as charring training for events that are high risk.
- Liaise with Kings to enable student groups with external speakers to book rooms for events.
- Organise meetings with student groups to improve awareness, knowledge and understanding of how the KCLSU works to support freedom of speech at King's.
- Work with the Head of Governance and Compliance on issues arising from External Speaker events or risk assessments.
- Support reviews and provide data for the Trustee Board or Sub-Committees as required.
- Maintain and continue the development of automated recording processes to record, track and analyse trends for visiting speakers.
- Support the Head of Governance and Compliance in developing and delivering student group training and inductions for trustees and staff as required.

- Coordinate the work of the Governance Assistant in liaising with students and societies regarding arrangements for low to medium risk events, where no referrals need to be made for a full, joint risk assessment with King's.
- Support the joint KCLSU and King's College London freedom of speech initiatives through the work of the Freedom of Speech Advisory Group (FESAG) (Operations Group), agenda setting and servicing meetings

The post-holders shall also:

- Assist with the planning and scheduling of governance and policy related agenda items for the annual cycle of Board and Sub-Committee meetings;
- Support the governance-related policy review process, including developing new or updated policies, and their effective implementation;
- Provide support for the effective communication of Board and Sub-Committee information (non-confidential) to staff and student community to meet the requirements of the Articles;
- Jointly service with the Head of Governance and Compliance taking minutes for meetings for Board, Sub-committees and other governance events;
- Take meeting notes for the Head of Governance and Compliance's project meetings as required;
- Assist with the updating of annual policy and governance documents ready for incoming Officer and Student Trustee training;
- Ensure the policy and governance sections of the KCLSU website are kept up to date with new policies and procedures.
- Service the Health, Safety, and Wellbeing Committee.

Complaint management support (non-election):

- Assist with the monitoring of the Complaint Inbox to ensure timely acknowledgment of student complaints, and to lead on complaint assessments as required;
- Where necessary, assist with the setting up of arrangements to support the work of appointed Complaint Investigators;
- Assist with the setting up of student Disciplinary Panels as required and support the delivery of confidential materials for panel review;
- To maintain the automated register of complaints by societies and subject matter to enable reporting and analysis;
- Through the above, to assist with the identification of complaint trends and potential mitigations needed to feed into policy reviews and other aspects of recommendations to safeguard students, and enhance student experience;
- To assist with developing and delivering a programme of training to support Trustee and Staff involvement in complaint handling.

Other governance related tasks:

- To maintain, a Board/Sub-Committee decision log to ensure accuracy of record-keeping and to support consistency of decision making;
- Action logs – assist with tracking the completion of actions agreed at Board and Sub-Committee meetings;
- Support the consultation process for policy reviews by liaising with other KCLSU departments, Officers and SLT to ensure the inclusion of key teams likely to be affected by the enforcement and application of such policies and procedures;

Ensure that all policies and procedures are recorded in agreed templates to ensure they are consistently produced and contain the essential information, e.g. record: who "owns" them; date of review; agreed by; and date of next review. Note the date of next review in the policy review schedule, and put in place reminders in advance meeting plans, to ensure reviews take place when required. Once approved to log in the Policy Framework.

Incident management and escalation:

- To support the Head of Governance and Compliance in the identification and escalation of incidents and accidents; and to assist with the work of the Health, Safety and Wellbeing Committee.
- To coordinate the automated process of recording incidents and accidents, to identify those that require escalation;
- To ensure such escalation plans are documented with data (statistical and operational) produced for report to SLT, Sub-Committees or Board as required; and to satisfy legal and regulatory requirements;
- To assist with the communication and training of staff, and students with the incident reporting processes;
- To ensure timeframes are recorded for incident management escalation plans to meet the requirements of the Charity Commission within the KCLSU Serious Incident Management Policy.

Supervisory Responsibility

The Governance Coordinator is expected to oversee the work of the Governance Assistant (part-time student staff role). This includes assisting with the Visiting Speakers procedures, processing applications, and conducting risk assessments to identify potentially higher risk events requiring mitigations; reporting and escalating applications as necessary against the risk assessment processes in the policy.

The Governance Assistant may also provide some administrative and secretarial duties supporting the Governance Team, through taking minutes, collating information for the agendas, setting up meetings and assisting with following up actions.

Creativity

Creativity is essential to the role to update policies, procedures and guidance for KCLSU and to assist with the development of organisation- wide training within general guidelines. The post will be required to have the ability to think more broadly about the impact of policies and procedures: how to be communicated to stakeholders; how to assist with implementation; and how such policies can be reviewed effectively to improve compliance as necessary.

Decisions (Discretion/ Consequence)

General guidelines on policy, procedures and working standards are provided. The post holder would be expected to exercise judgement and initiative to make recommendations on more complex matters within the KCLSU Policy Framework.

Decisions may have a serious impact on the organisation’s policies and activities across a number of departments or on large numbers of people or on organisations in receipt of the organisation’s services.

Confidentiality

The post holders will regularly have access to confidential information, especially regarding complainants and disciplinary issues. Discretion and the need for confidentiality is essential.

Personal development opportunity

Working alongside the Head of Governance and Compliance, the post holders will have an opportunity to learn all the aspects of KCLSU corporate governance.

Working Hours

This role will be for 35 hours per week. However, actual working hours may exceed this total and may on occasion involve some evening and weekend work. Hours to be worked across the working week (Monday to Friday). Core hours are

	<p>10.00am to 4.00pm, and working hours across the week may be subject to flexibility by agreement in advance with the Head of Governance and Compliance.</p> <p>There may be some work requiring physical effort, transportation of equipment and logistical planning when setting up events. Frequent change in places of work at any time and could involve travelling between different sites on a daily basis. This is considered part of the contract and reflected in the grading of the post.</p> <p>Working remotely: KCLSU operates a Hybrid Working Policy to enable staff to work remotely by agreement with the relevant Line Manager. It is expected that the Governance Coordinator should aim to work from KCLSU offices but the role may be done, at least for some days/hours each week, remotely. The successful applicant would need to be prepared to attend the office for face-to-face governance team meetings.</p>
<p>Additional Information</p>	<p>The job description outlines the main duties of the positions. The job description is designed for the benefit of both the post holders and KCLSU in understanding the prime functions of the posts.</p> <p>It must not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of, the post holders may change from time to time. The post-holders will, from time to time, be required to be based at and/or work from any King’s College London or KCLSU site.</p> <p>KCLSU has the right to vary the duties and responsibilities after consultation with the post holders.</p>

Person Specification

<p>Qualifications</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • Specific qualifications related to governance not required.
<p>Experience</p>	<ul style="list-style-type: none"> • Experience of working in a busy administration role and ability to manage time effectively. • Experience of working in a busy office environment with varying demands and deadlines. • Experience of organising meetings and taking minutes during meetings. • Experience of building effective working relationships and communicating effectively with a wide variety of audiences. • Experience of organising time and resources effectively and prioritising workload. • Experience of producing reports and presentations. • Experience of writing policies, procedure and guidance. • Experience of following procedures and maintaining accurate records for reporting purposes. • Experience of training others (internal audiences) on aspects of the role for induction and knowledge sharing purposes. • Experience of working in incident management/health and safety would be beneficial.

	<ul style="list-style-type: none"> • Experience of coordinating the work of other colleagues would be beneficial.
Knowledge	Knowledge - desirable <ul style="list-style-type: none"> • The proficient operation of MS Office applications – in particular Teams, PowerPoint, Word (particularly style formatting) and Excel (production of information in a visually accessible way) MS Forms.
Skills	<ul style="list-style-type: none"> • Organisation and time management • Excellent verbal and written communication (grammar, punctuation, spelling and clear sentence structure) • Automated systems and ability to analyse data on excel spreadsheets to convert to understandable graphs and charts in PowerPoint • Experience with maintaining and implementing Power Automate flows integrated with Microsoft Forms and Excel. • Minute-taking • Multi-tasking and prioritising activities • Problem solving and decision making • Negotiation and influencing • Attention to detail – especially with document numbering, cross-referencing and dates • Ability to work as part of a team • Strong reporting skills to promote and champion success, activity, and achievements
Qualities	<ul style="list-style-type: none"> • Ability and determination to keep procedures on course • Ability to prioritise frequently changing tasks • Flexible and hard-working with a pro-active work style • Self-motivated and able to work independently • A commitment to the principles and practices of fairness, transparency, accountability, equality and diversity • A commitment to working in a student-led environment • Approachable nature, with the ability to relate to a variety of audiences • Enthusiasm for working with and supporting students • Able and willing to demonstrate KCLSU's values • Flexible and hard-working with a pro-active work style • A commitment to the principles and practices of equality and diversity • Approachable nature, with the ability to relate to a variety of audiences

Matt Pledger, Head of Governance and Compliance

Head of Governance & Compliance

Email us your application on hr@kclsu.org

05 August 2024

KCLSU Equal Opportunities Policy

Introduction

KCLSU is committed to promoting and developing equality of opportunity for all KCLSU staff, students, members and visitors by prohibiting all forms of discrimination, harassment and incitement to discriminate or harass. KCLSU aims to create an environment whereby students, staff, members job applicants and visitors are treated fairly and equally.

Scope

This policy applies to all employees of KCLSU and should be read in conjunction with the Harassment & Bullying Policy and the Grievance Procedure.

Policy

1. Statement of Intent

- 1.1 It is the policy of KCLSU to promote equal opportunities for our staff, students, and job applicants, by prohibiting all forms of discrimination, harassment and incitement to discriminate or harass.
- 1.2 The aim of this policy is to create an environment whereby students and staff are treated fairly and equally.
- 1.3 KCLSU is committed to providing a safe and secure environment for all its members, staff and visitors.
- 1.4 Your reference and personal details including qualification and other training details are held confidentially by HR. If you are applying for a role with an essential qualification requirement the panel will be informed that you meet the qualification criteria only. The shortlisting panel will view the Employment and your Statement in Support of Application sections of this form only. This is a process entitled blind shortlisting to prevent unconscious bias in our selection process.
- 1.5 No person will be discriminated against on grounds of any of the following:
 - a. Age
 - b. Disability
 - c. Gender Reassignment
 - d. HIV Status
 - e. Marriage and Civil Partnership
 - f. Nationality
 - g. Parental status
 - h. Political opinion
 - i. Pregnancy and Maternity
 - j. Race
 - k. Religion and Belief
 - l. Sex
 - m. Sexual Orientation
 - n. Socio-economic background
 - o. Any other irrelevant distinction
- 1.5 It is the responsibility of all KCLSU staff members to adhere to this policy, behave in a non-discriminatory manner and to help change practices and procedures that deny or limit equality of opportunity or treatment.
- 1.6 KCLSU will monitor and reassess its own practice and procedures to ensure that they are in no way discriminatory to or exclusive from any particular group.

2. Procedure for breaches of this policy:

If you feel you want to complain about any part of the recruitment process, please e-mail recruitment@kclsu.org, stating your concern. Any staff member who wishes to report a contravention of this policy should do so through KCLSU's Grievance Procedure. Disciplinary action will be considered in all cases where a claim of discrimination, harassment or bullying is substantiated.