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**Events & Engagement
Coordinator**

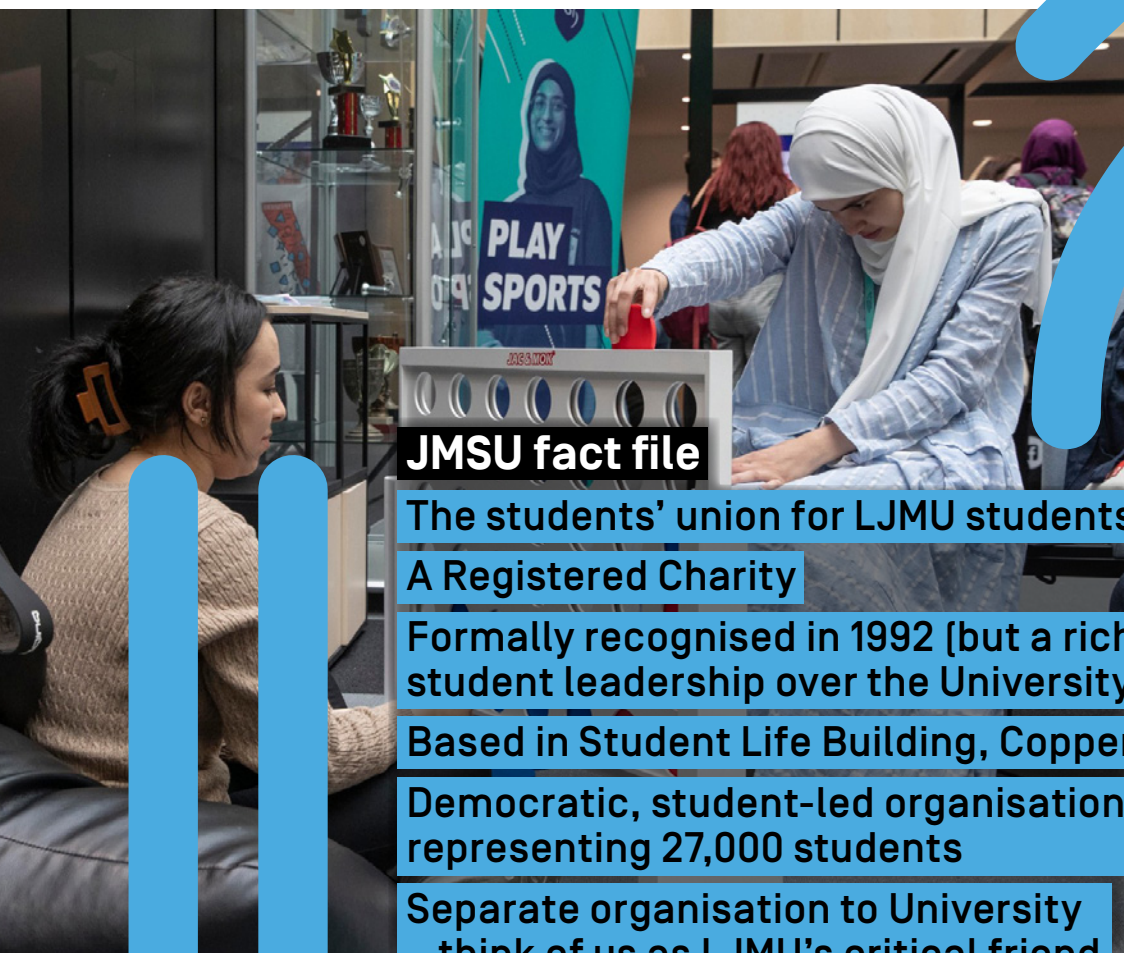
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Thank you for your interest in working for JMSU.

It's our job is to make sure students get the most of their time at Liverpool John Moores University and in the amazing city of Liverpool. We do this by opening our students' eyes to the opportunities University life brings outside of studying and lectures. We ignite passions, provide new experiences, speak up for positive change and above all, help students make the most of their student experience.

Our safe space gives a home to everyone, along with our societies, sports clubs, volunteering, events, independent advice, campaigning and student leadership roles which represent students at a course and faculty level. We work hard to bring great things to life, and look forward to seeing what journeys and success stories our students achieve year on year.



JMSU fact file

**The students' union for LJMU students
A Registered Charity**

**Formally recognised in 1992 (but a rich history of
student leadership over the University's 200 years!)**

Based in Student Life Building, Copperas Hill

**Democratic, student-led organisation
representing 27,000 students**

**Separate organisation to University
– think of us as LJMU's critical friend**

Our Strategy



Mission

To make a difference to people's lives.



Vision

We aim to empower students to make positive change for themselves, their student colleagues, their university and society through active participation.



Expert Representation

Being an expert in the lives of LJMU students; Capturing, analysing, and advocating to stakeholders to enhance accessibility, quality and the experience of university life.



Building Connections

[Peers, Course, Faculty Union, University, City]

Helping students connect through activity, communities and action. Maximising their time at university to aid student retention, progression, wellbeing, and achievement.



Know our students



Communicate Authentically



Drive Participation & Leadership



Build a Strong & Sustainable Students' Union



Equality, Diversity & Inclusion



How we're run

Trustee Board

Our Board of Trustees is made up of four Student Officers, three external Community Trustees and up to four Student Trustees. They are ultimately responsible for the Charity and establish, with Students, the strategic direction of JMSU and help manage risk and resource. They also support and manage the Chief Executive who is responsible for the overall management and administration of the organisation.

Funding

Each year, the university provides us with a block grant, which is our main source of funding. We also make income through commercial partnerships which support the student experience. As a charity, all money made is reinvested back into the organisation for the benefit of LJMU students.

Staff team

We employ a small but mighty team of around 25 core staff, and approximately 15 student staff. Our Senior Leadership Team includes three Heads of Service and the Chief Executive.

Our Student Officers 2023/24

Every year, students can stand to be a Student Officer and lead the direction of JMSU for one academic year, making sure students needs are at the heart of everything we do. Similarly, each year LJMU students can also vote for the students who they would like to see run our organisation via a campus-wide Elections ballot. Say hello to Shaquita, Jasmine, Alexandria and Clodagh our 2023/24 team.

Taking Action on Inclusion

We are proud to be a welcoming and friendly team and want all our people to feel confident to be themselves and feel they belong. We're dedicated to building a diverse and inclusive workplace and are not afraid to admit, we have more work to do. It's important that students can see themselves reflected by our staff team and so we are particularly encouraging applications from LGBTQ+ and Ethnically Diverse candidates who are currently under-represented within our core staff team.



Shaquita

Jasmine

Alexandria

Clodagh

Role Profile

Job title	Events & Engagement Coordinator
Location	The post will work primarily at JMSU's main office (Student Life Building, 10 Copperas Hill) but will require the flexibility to work across our other campus sites on a regular basis
Working hours	35 per week worked flexibly (annualised at 1820 hours per year) including occasional evenings and weekends
Grade / Salary	Grade C (spine points 10 -14) currently £25,160 - £27,772 per annum
Team	Membership Engagement – Projects and Events
Reporting to	Projects and Events Manager
Staff reporting to this role	Shared Supervision of Part Time Student Staff

Job Purpose

To support the wider team to deliver a calendar of events and student engagement opportunities at JMSU. This will ensure that events and activities are relevant to our audience. The post-holder will support the wider team in demonstrating to students and our academic and community partners that we are the single, credible, authoritative voice of LJMU students.

Key Accountabilities

- Support the development of and implementation of an effective events and engagement programme, that is relevant to the union's student engagement plans and strategic aims
- Develop and deliver a range of engaging programme of events and activities from start to finish
- Meeting relevant KPIs and targets concerning participation numbers, number of events, and student engagement within the agreed budget
- Supervision of part time student staff and volunteers, ensuring they are actively encouraging collaboration and engagement from students in our events programme.

Responsibilities

Strategy & Development

- Devise events and activities that help the students' union meet membership and commercial targets
- Ensure that research and evidence underpin the calendar of events and engagement opportunities for students
- Alongside the wider team, develop and implement operational plans that contribute to JMSU's overall strategy
- Ensure events and activities are developed in line with a strong evidence base to make informed decisions that are based on student demographics, needs and expectations





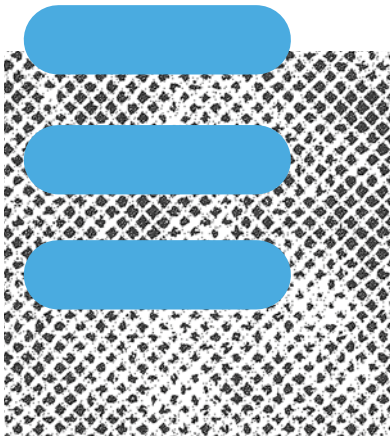
- Ensure that all events and activities across the organisation are inclusive and accessible.

Leadership

- Support, champion, and role-model a high-performing, inclusive culture across JMSU
- Work with all colleagues to ensure that students are well informed about what the students' union does and what activities, opportunities and services are available
- Recruit, train and supervise student staff as required for Union activity and events
- Directly support students to run events by providing resources, support and specialist knowledge; including the development of, recruitment to, and administration of a Student Events Committee.

Delivery

- Use an 'events process' that involves the creation of the brief, monitoring the budget for each event, evaluating its success and embedding reflective learning, to effectively coordinate year-round activities such as Varsity, award ceremonies, themed awareness weeks (e.g. LGBT history month) or activity weeks (officer elections)
- Monitor and evaluate the effectiveness of our current events including reporting on current trends and statistics; using this information to recommend and deliver improvements
- Support elected student officers in making their manifestos and objectives come to life
- Provide admin support to the team as required, including coordination of room bookings across the Union, creating and managing event listings on JMSU website
- Develop and support student Staff, volunteers and colleagues to enable involvement and contribution to event planning and operations
- Lead on working with student officers, student groups, societies, LJMU staff, and key stakeholders including the delivery of an inclusive and diverse programme of events for our engagement and campaigns calendar, such as Black History Month
- To support Student Leaders to utilise spaces on campus and online for events and work together with relevant teams to ensure the success, safety, and quality of events.
- Regularly run student engagement activities across campuses to understand students' feedback and demands.



Stakeholders

- Manage strong relationships with relevant colleagues at other universities and students' unions to identify opportunities to collaborate and build partnerships



- Support commercial opportunities for the Students' Union and manage advertising and sponsorship relationships with any agencies or organisations that bring income to the Students' Union
- Ensure events and engagement opportunities are well promoted by working closely with the Marketing & Communications department
- Develop a network of partners and contacts to ensure efficiency and effectiveness in the support and arrangement of key events

All JMSU staff will:

- Ensure equality, diversity, and inclusion are core to everything we do at JMSU, always acting with respect for others and their differences
- Help the union's elected officers achieve their manifesto commitments
- Be an enthusiastic advocate for student leadership and our values
- Support key events throughout the year, including Welcome Week and Elections. Some evening and weekend work may be necessary
- Actively engage in student-facing projects and activities of all kinds as required
- Act in an environmentally sound and sustainable focused way
- Attend relevant training courses, conferences, and meetings necessary to fulfil the duties and responsibilities of the post, taking responsibility for own continuing professional development
- Provide excellent customer service to students, officers, colleagues, and members of the wider community
- Adhere to all relevant JMSU and/or LJMU policies and ensure compliance with all legislation including Freedom of Information, Education Act, GDPR, Health and Safety Regulations, Financial, Licencing and Insurance
- Undertake any other duties and responsibilities commensurate with the post

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to level 5/degree level (or equivalent knowledge in the field, gained through experience) 	<ul style="list-style-type: none"> • Project Planning qualification [e.g. Prince2]
Experience	<ul style="list-style-type: none"> • Experience in a customer/student-facing role • Experience planning and coordinating impactful events, including event management • Admin experience within a busy office environment • Experience in delivering a high standard of customer service • Experience utilising a CRM system and/or event ticketing platform 	<ul style="list-style-type: none"> • Experience delivering events and engagement activities • Experience in training and coordinating people including staff, students and visitors • Experience of monitoring and managing a budget

Person Specification (continued)

Skills, Knowledge & Expertise



Essential

- Ability to create and deliver projects and engaging events from concept to delivery
- Knowledge of the legal/operational requirements and risks associated with events including Health and Safety
- Excellent interpersonal skills in-person, via email and over the phone
- Ability to motivate and gain the cooperation of student staff, volunteers and colleagues
- Excellent planning, organisational and prioritisation skills delivering projects on time
- Confident IT skills including using Microsoft Office and use of a variety of digital technologies
- Able to thrive in a busy, fast-paced and change-driven environment

Desirable

- Understanding of the student movement, higher education and of student issues and priorities
- Able to respond positively to challenging situations and solve problems quickly and creatively
- Knowledge of current trends within the student events market

Don't meet every single requirement?

Studies show that women, people with neuro-developmental differences and Ethnically Diverse people are less likely to apply for a job unless they meet every qualification. So, if you are excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might be perfect for the post or another role at JMSU.

Values & Behaviours



- Understanding of, and demonstrable commitment to our organisation's values
- Strong commitment to, and understanding of, the principles of equity, diversity, and inclusion, acting with respect for others and their differences
- Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with others, including elected leaders
- relationships with elected leaders



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