

# King's College London Students' Union

Job Pack

Student Voice Coordinator





# About Us

King's College London Students' Union (KCLSU) is the oldest students' union in the UK. We were founded in 1873 as the Union Society of King's College London and then changed our name in 1908 to KCLSU.

KCLSU is where we help King's College students to make friends through joining student groups and sports clubs such as football, dance or the coffee appreciation society, or by meeting new people in our cafes and bars. Should students run into any difficulties during their time here at University, we also give them guidance and advice about academic problems and focus on uplifting and supporting their wellbeing by organising activities and working with students to help with other issues. KCLSU offers a fun, social and flexible work environment attracting talented professionals who want to make an impact on a diverse student body!

We welcome you to join us.

## 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

We strive by our four values of being **Inclusive, Collaborative, Open** and **Brave**. These are what we are as people within an organisation, and how we go about our work.

King's College London Students' Union is an equal opportunity employer.



### Message from the CEO

Welcome to KCLSU. We are delighted to have your interest! At KCLSU, our vision is to create a future where every student has the opportunity to thrive and we seek like-minded individuals to help achieve this goal. KCLSU is the oldest Students' Union in the UK and together, with your expertise, you will help to provide the tools for King's College London students to feel a sense of belonging, and to have a platform to raise their voices while looking forward to a bright future. Our HR Department looks forward to receiving your application and matching your skill set with our opportunities, and should you be successful in joining us – I am positive that our organisation will greatly value your contribution!

A handwritten signature in black ink that reads "Denis Shukur". The signature is fluid and cursive.

**Denis Shukur**  
Chief Executive Officer



From left to right:

**Julia Kosowska** VP Education (Health); **Haneen Farid (HF)** VP Welfare & Community;  
**Sheeba Naaz** VP Postgraduate; **Madeeha Saher** VP Education (Arts & Sciences);  
**Virajit Singh** VP Activities & Development

### Meet the KCLSU Student Officers

Hello! We are the Student officers of KCLSU representing our 40,000+ strong student body at King's College London, giving them an even louder voice, and holding the university to account. It is a privilege and joy to work with students and staff alike to ensure every student has the best experience possible at King's College London. As officers, we are democratically elected by students and we each have a portfolio to administer. Our primary focus is to improve the student lives of our members and our student community by delivering impactful projects, campaigns, and work that inspires a future where the student experience is enhanced. Your interest in our Union and joining KCLSU will contribute to bringing everyone together to connect, have fun, build communities, share experiences, and make a change.

We thoroughly enjoy serving the student body of King's College London!

# Our Teams

KCLSU relies on the collaboration of many likeminded people to provide support for King's College London students. We're built up of:

## Community & Representation

The Community Engagement Directorate strives to **build students' sense of belonging, community voice and leadership potential** at university by supporting 400 student-led clubs, societies and communities; 3000 volunteers, representatives and community leaders; and 14,000 active student participants through community development, events management, community volunteering, policy and research, facilitation of community voice, campaigning, community leadership training, our peer mentoring buddy scheme, and democratic practices.

## Advice & Wellbeing

KCLSU Advice provides **free, confidential and impartial academic advice to students** about issues affecting their studies. We're here to help students in a way that is non-judgmental, straightforward and empowering.

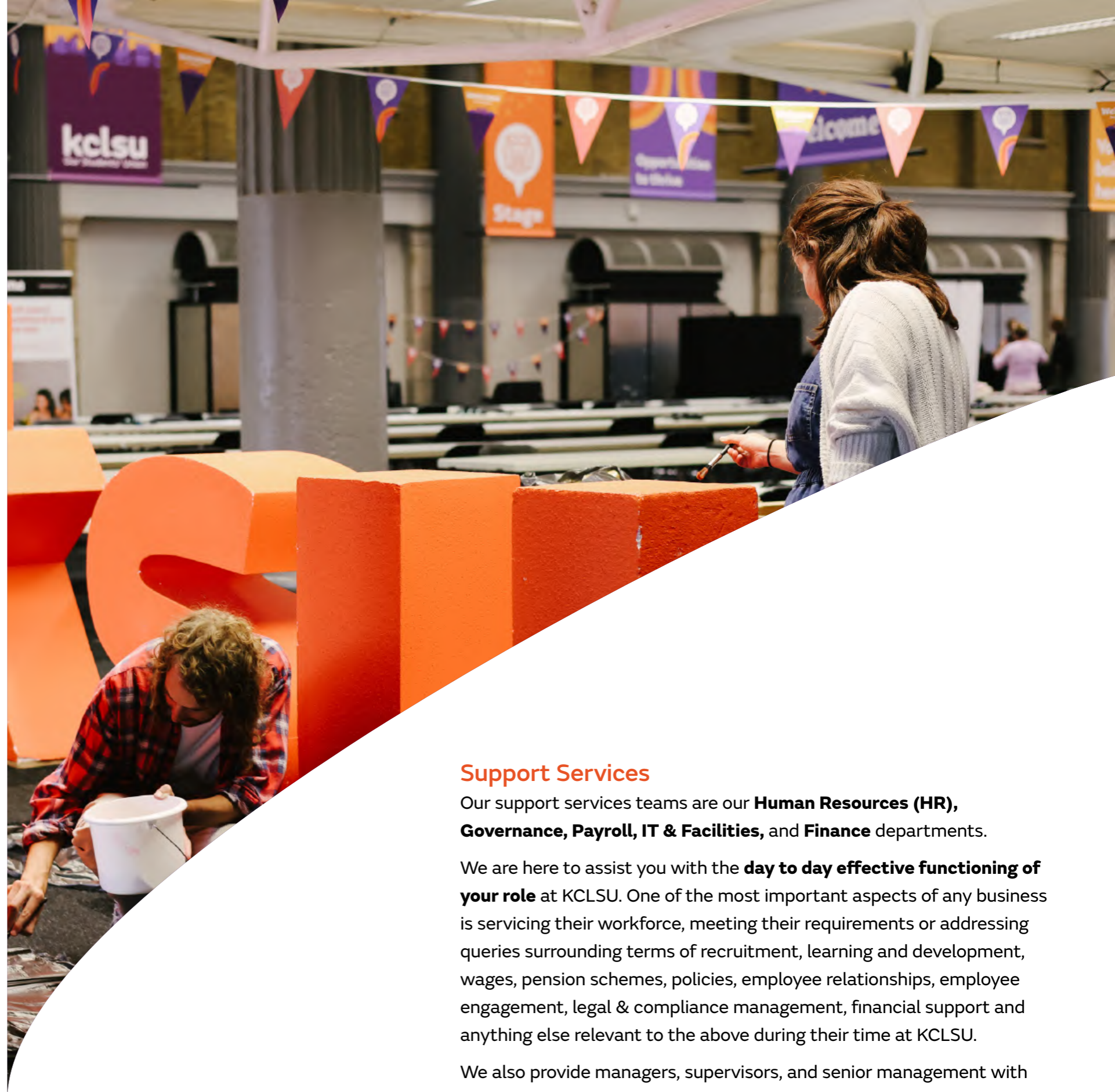
Wellbeing has become a pivotal part of KCLSU, providing students with the **best support in collaboration with King's University**.

We have various support groups like **Positive Peers, Black Student Talk** support group and a **Wellbeing Hub** that helps students cope with their new transition into university life.

## Communications, Marketing & Data

The KCLSU Communications, Marketing and Data Directorate supports the organisation in implementing strategy to **effectively amplify, communicate and showcase the work KCLSU does** in maintaining students' collective vision.

The Directorate **offers guidance and expertise** to the organisation on specific focal points of communications, messaging, brand, and delivery **aiming for best practice across all our print and digital channels**.



## Support Services

Our support services teams are our **Human Resources (HR), Governance, Payroll, IT & Facilities, and Finance** departments.

We are here to assist you with the **day to day effective functioning of your role** at KCLSU. One of the most important aspects of any business is servicing their workforce, meeting their requirements or addressing queries surrounding terms of recruitment, learning and development, wages, pension schemes, policies, employee relationships, employee engagement, legal & compliance management, financial support and anything else relevant to the above during their time at KCLSU.

We also provide managers, supervisors, and senior management with **comprehensive support services focused on their specialised needs**.

Our IT and Facilities team ensure that student and non-student staff can work in their core areas as smoothly as possible. They assist in the onboarding process, helping to set **up equipment and technology access**, whilst keeping Health and Safety in check.

# Our Venues

All our commercial spaces employ student-staff and funds from the venues go back into running services for students! They are:

## The Shack Bush House, The Strand

The Shack is an **alcohol-free cafe** on the ground floor of our Union at **Bush House**, where students can enjoy great quality coffee, sandwiches, pastries and other grab and go snacks at extremely student-friendly prices. The cafe sits in a **vibrant, open space** with multi-purpose seating, a games area, nearby cinema, performance area and a host of other facilities.

## The Vault Bush House, The Strand

The Vault is a **sports bar, restaurant and nightclub**. It serves food all through the day, with lots of activities and day/night events, including club nights and opportunities for private hire.

## The Union Shop Bush House Arcade, The Strand

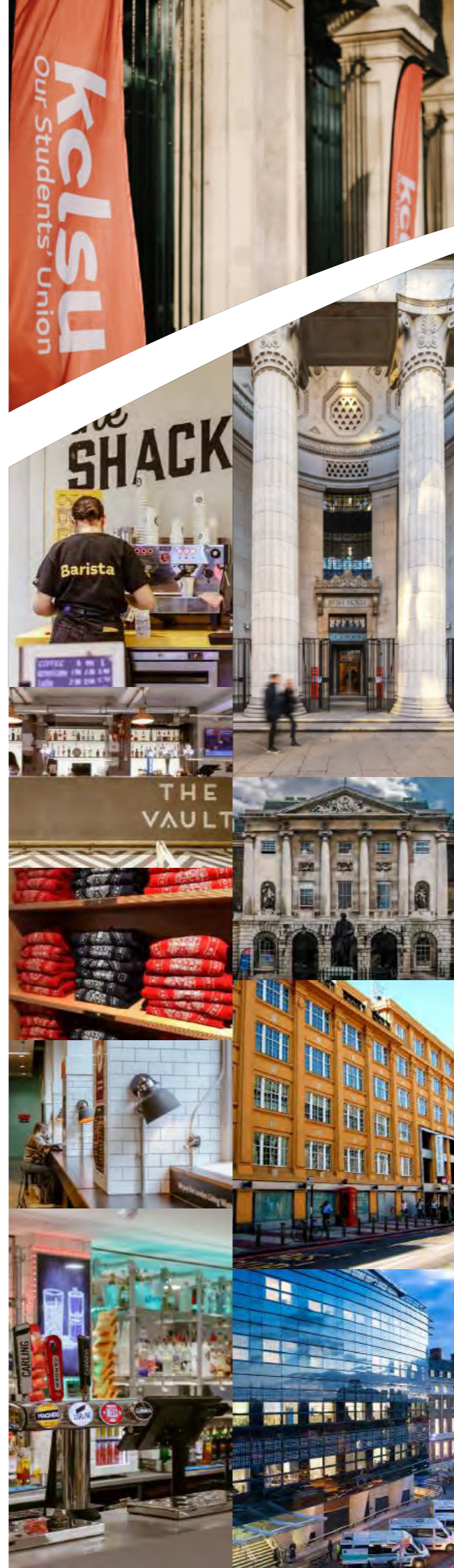
Located at **Bush House Arcade** on **the Strand**, The Union Shop is the only place for **King's College London branded merchandise**; think hoodies, tees, bags, accessories, gifts and stationery.

## Guy's Café Guy's Campus

Guy's Café is our **alcohol-free Guy's campus coffee shop** serving fresh food, coffee, baked goods and frappes, providing that much needed boost for the day from morning to evening.

## Guy's Bar Guy's Campus

A crucial part of our Medics and Dentists history but open to all, Guy's Bar **opened in 1882** and has been a cornerstone of the **GKT** (the medical school of King's College London and the three hospitals, Guy's Hospital, King's College Hospital and St Thomas' Hospital) community since. The Bar hosts events like quizzes, karaoke nights and **Sports Nights** for students.



# Our Spaces

We work across four campuses in our mission to support the student populus. These locations are:

## The Strand

**South East Wing, Bush House, 300 Strand, London | WC2R 1AE**

The Strand Campus is home to:

- Faculty of Arts & Humanities
- The Dickson Poon School of Law
- Faculty of Natural & Mathematical Sciences
- Faculty of Social Science & Public Policy (also at the Waterloo Campus)
- King's Foundations
- King's Business School

## Guy's

**Boland House, Great Maze Pond, London | SE1 9RT**

Guy's Campus is home to:

- Faculty of Life Sciences & Medicine (also at the Waterloo Campus)
- Dental Institute

## Waterloo

**Franklin-Wilkins Building, Stamford Street, London | SE1 9NH**

The Waterloo Campus is home to:

- Florence Nightingale Faculty of Nursing and Midwifery
- Faculty of Life Sciences & Medicine (also at Guy's Campus)
- Faculty of Social Science & Public Policy (also at the Strand Campus)
- London Dental Education Centre (LonDEC), part of the Dental Institute (also at Guy's and Denmark Hill)

## Denmark Hill

**16 De Crespigny Park, London | SE5 8AF**

The Denmark Hill Campus provides facilities for the Faculty of Life Sciences & Medicine, the Dental Institute, and is the home of the Institute of Psychiatry, Psychology and Neuroscience and the Champion Hill Residence.



# Our Benefits

**Alongside our welcoming organisation, we offer a competitive benefits package.**

We have a strong commitment to supporting our staff to grow and develop within their role as well as having an active interest in their well-being.

Staff can take advantage of flexible hybrid working, and our holiday entitlement is 25 days per annum, plus bank holidays and 8 discretionary closure days. See below for what we offer in terms of allowances, various discounts, and personal development opportunities.

- Hybrid Working Policy
- Pension Contribution
- Interest-Free Season Ticket Loan & Computer Loan
- Cycle to Work Scheme
- Enhanced Sick Pay
- Enhanced Maternity and Paternity Pay
- Eye tests & single focal glasses allowance
- 25 days annual holidays plus bank holidays and additional closure days
- Discounts at KCLSU Venues
- Employee Assistance Programme
- 'No Meeting Friday' ethos
- KEATS Learning Platform & LinkedIn Learning subscription
- Access to King's College London Libraries

# The Role

<b>Job Title</b>	<b>Student Voice Coordinator</b>
<b>Accountability</b>	Student Staff TBC
<b>Reports To</b>	Student Voice Design Consultant
<b>Location</b>	Primarily Bush House (Strand campus), but you may also be required to work from any other King's College London site.
<b>Contract Type</b>	Fixed term (3 years)
<b>Hours</b>	35 hours per week (1.0 FTE)
<b>Salary &amp; Band</b>	Band 4 (£31,041 - £37,508 p/a)
<b>Application End Date</b>	Monday 4th November 2024

## Key Responsibilities

The Student Voice Coordinator will work within the Student Voice team to coordinate the development and delivery of representation practices, and embed these processes across KCLSU's Community Engagement Department and our student voice partnership work with King's College London. This will be focused on Student Futures, a large-scale transformation portfolio King's College London is undertaking.

Student Futures aims to improve student experiences in key areas across the next three years. These areas include improving core processes and systems for education delivery; ensuring the university is able to provide proactive and personalised support for student wellbeing; and delivering a distinct, valuable extra- and co-curricular student experience.

At times, the post-holder will also be required to support other King's Transformation Office programmes, such as Campus Futures, which is overseeing the development of King's campus spaces and facilities in the next few years.

This role is funded for the next three years, the planned timeline of the Student Futures portfolio, and is offered as a 3-year fixed-term contract.

## What success looks like in this role

As a students' union, one of KCLSU's most fundamental aims is to expand the power and influence of our members - King's students - in creating educational and social change. Student Futures, which seeks to address and transform key areas of student experience at King's, is a great opportunity for us to work with King's to put the Student Voice Partnership Agreement into practice.

Success in this role will mean developing efficient, effective processes for developing and delivering innovative, agile representation practices across a large organisation with complex functions. Students will have a smooth experience of engaging with King's improvement and transformation projects, and the delivery partnership between King's and KCLSU will be strengthened.

This role will ensure KCLSU has the right data and processes in place to meaningfully evaluate and enhance our student voice offer, resulting in improved outcomes and greater impact for KCLSU, King's, and - most importantly - our student members.





# The Role

## Job Specification

### ENHANCING REPRESENTATIVE PROCESSES

- Act as central point of contact for colleagues across King's and KCLSU for centralising and sharing information about student voice and representation structures related to Transformation Office projects;
- Set up and oversee systems for the management of student representative data between KCLSU and various King's project teams;
- Ensure that all areas of student representative recruitment, induction, and support are conducted smoothly;
- Record student attendance and other participation data to support evaluation processes and ensure appropriate remuneration;
- Support the payment of remuneration and/or incentives to student participants where required, working with the KCLSU Finance and relevant King's teams to ensure this is appropriately administered and recorded.

### ORGANISING REPRESENTATION PRACTICES

- Lead on the practical organisation of Student Futures representation practices – calendar management, room booking, procuring materials, etc.;
- Liaise with KCLSU and King's College London colleagues across a range of teams to ensure smooth operational delivery;
- Provide support with other Transformation Office representation practices where necessary.

### DATA & COMMUNICATIONS

- Support the Policy & Research Coordinator with the capture and analysis of datasets relating to the student experience, including data from relevant representation practices;
- Contribute to the scrutiny of evidence, trends, and datasets to identify to identify insight relevant to key Student Futures projects;
- Contribute to student-facing communications related to Student Futures and other Transformation Office programmes as relevant, including updating KCLSU webpages
- Contribute to the delivery of training, guidance, and ongoing support for Student Officers and other student representatives across KCLSU, equipping students with the knowledge and skills that enable them to thrive in their roles and feel empowered to grow as leaders.

### GENERAL

- Operate in accordance with health and safety regulations;
- Ensure compliance with GDPR in handling student and any other personal data;
- Undertake any other task appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.

**ADDITIONAL INFORMATION:** The job description is current at September 2024 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and KCLSU in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. KCLSU has the right to vary the duties and responsibilities of the post after consultation with you.

# The Candidate

## Candidate Specification

### KNOWLEDGE:

- Strong working knowledge of Microsoft Office products, particularly Outlook, Teams, Word, and Excel
- (Desired) Basic understanding of representation systems and practices in universities and students' unions

### EXPERIENCE:

- Experience of working with people via email, audio or video call, and face-to-face
- Experience of providing administrative support
- Experience of working with data
- Experience working as part of a busy team
- (Desired) Experience of working with young people, students, or similar
- (Desired) Experience of working in successful partnership with a range of stakeholders
- (Desired) Experience of using customer relationship management (CRM) or membership management systems

### SKILLS:

- Organised and methodical, with strong administrative skills and excellent attention to detail
- Good written and verbal communication skills, able to explain processes or provide instructions clearly and succinctly
- Ability to work in collaboration with others and use initiative and creativity to resolve problems
- Ability to manage working time effectively, prioritise appropriately, and ask for help when necessary
- (Desired) Ability to analyse quantitative and qualitative data to produce insights
- (Desired) Competent IT skills and the ability to learn new systems quickly

### APTITUDE:

- Proactive working style with a commitment to learning, development, and innovation
- A commitment to the principles and practices of equality and diversity

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CRN5762196  
Registered Office: South East Wing, Bush House, 300 Strand, London WC2R 1AE  
KCLSU is a registered charity – No. 1136729

**kclsu**  
Our Students' Union