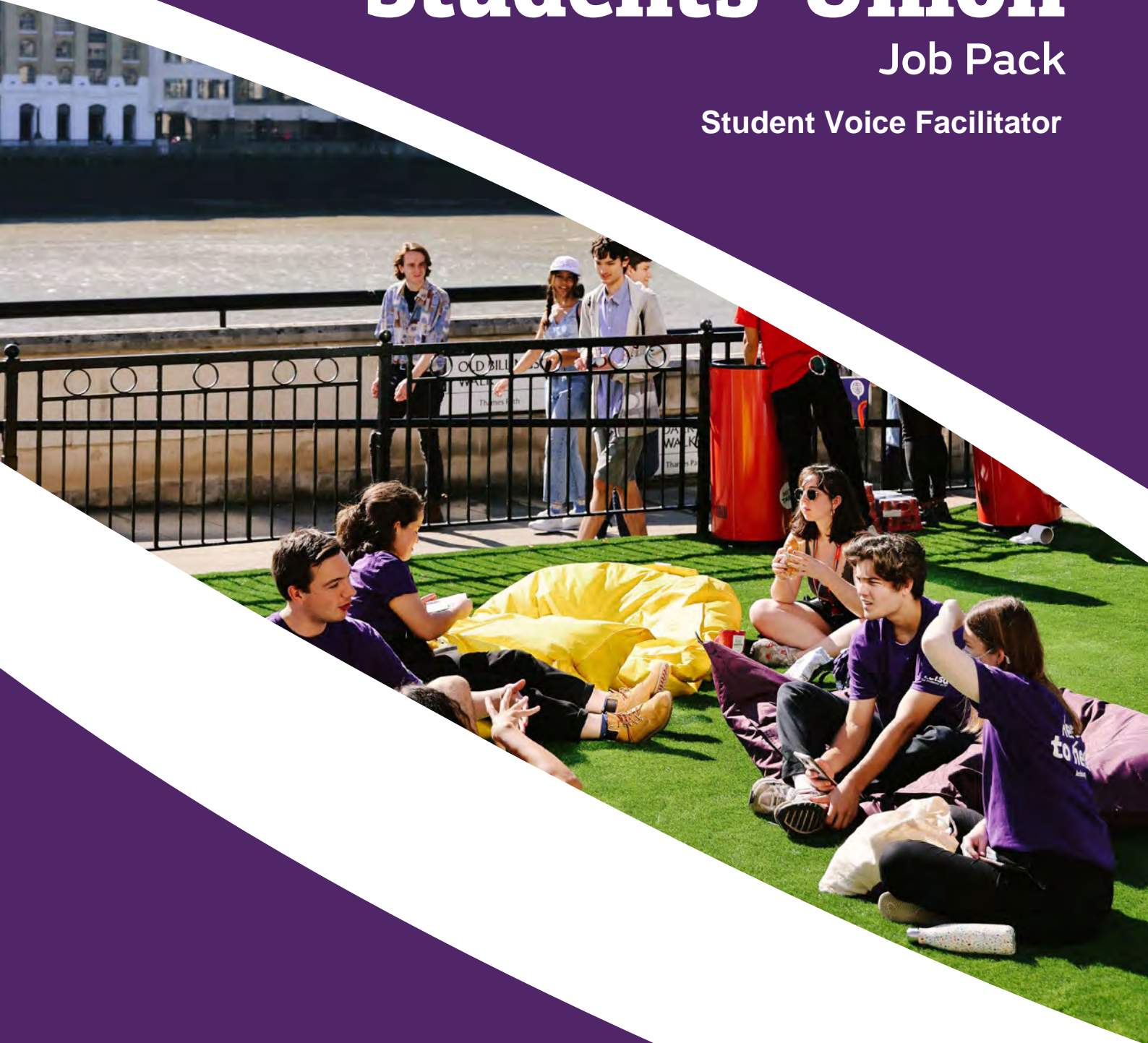




King's College London Students' Union

Job Pack

Student Voice Facilitator





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 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. Should you be successful in joining us – I am positive that our organisation will greatly value your contribution!

Denis Shukur
Chief Executive Officer



From left to right:

Janvi Jagasia VP Education (Health); **Steven Suresh** President;
Thea Turton VP Activities & Development; **Sadaf Abbas Cheema** VP Education (Arts & Sciences);
Hassan Ali VP Welfare & Community; **Alizeh Abrar** VP Postgraduate

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 the KCLSU World 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.

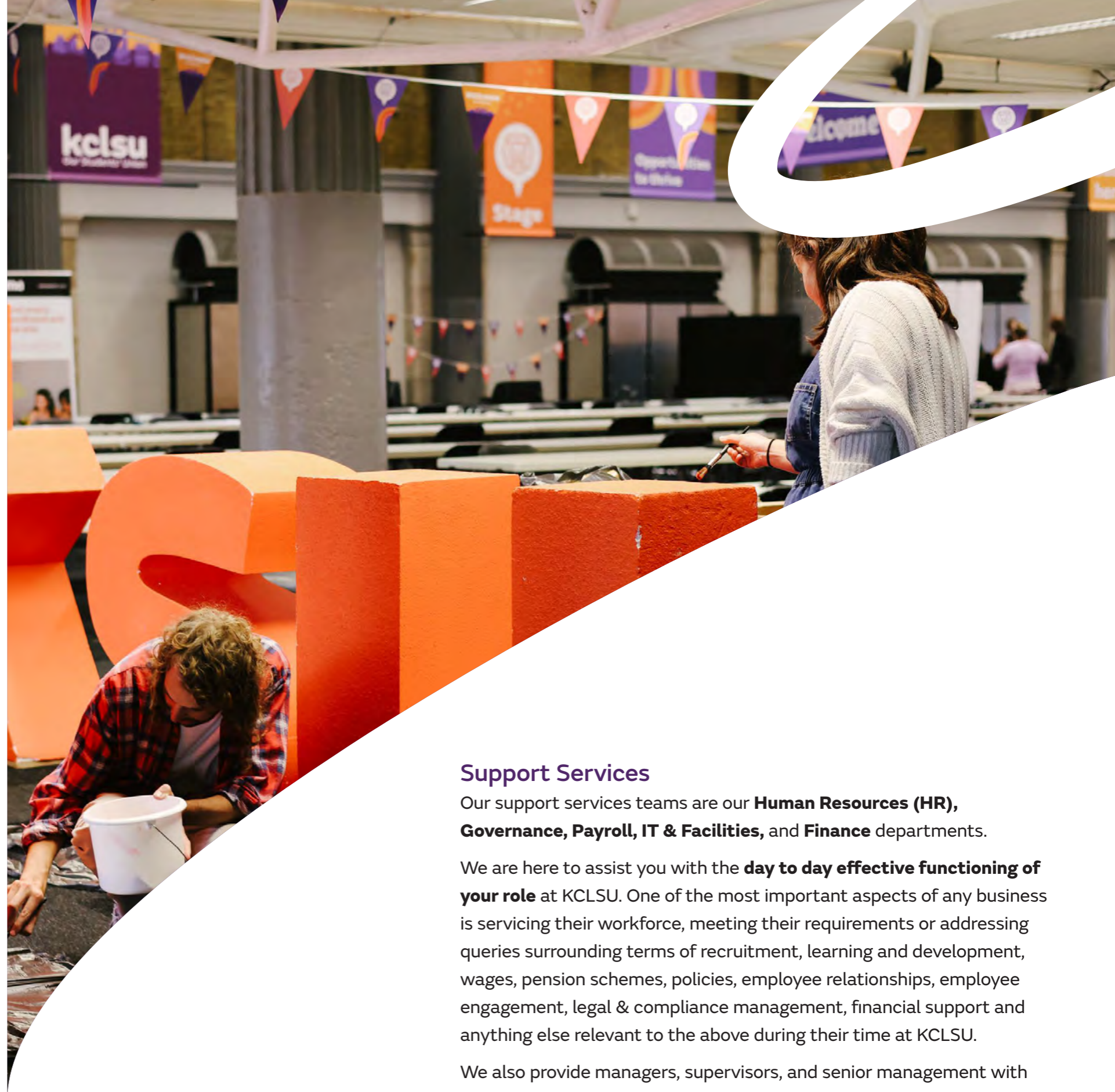
Wellbeing has become a pivotal part of KCLSU, providing students with the **best support in collaboration with King's University**.

We have various forms of peer support including **Campus Conversations** and **Peer Mentoring**, as well as 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.

The Shed

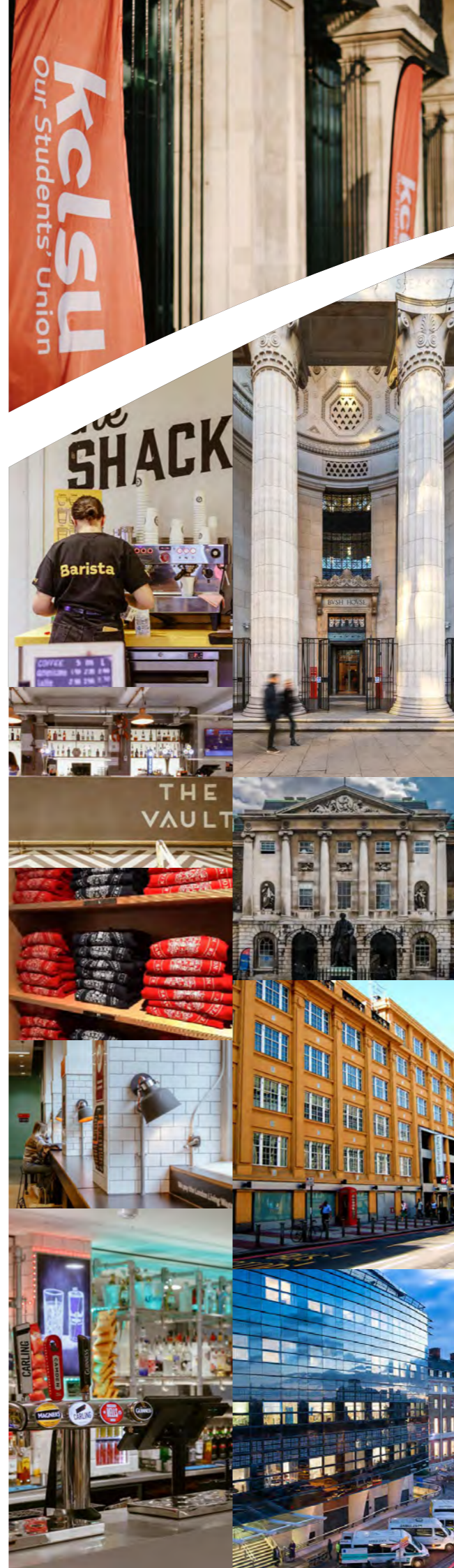
Guy's Campus

The Shed 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

Job Title	<i>Student Voice Facilitator</i>
Accountability	<i>Student Staff TBC</i>
Reports To	<i>Student Voice Design Consultant</i>
Location	<i>Primarily Bush House (Strand campus), but you may also be required to work from any other King's College London site.</i>
Contract Type	<i>Fixed term (3 years)</i>
Hours	<i>35 hours per week (1.0 FTE)</i>
Salary & Band	<i>Band 4 (£31,041 - £37,508 p/a)</i>
Application End Date	<i>Sunday 20th October 2024</i>

Key Responsibilities

The Student Voice Facilitator will work within the Student Voice team to develop and deliver innovative representation practices, ensuring our members can exercise their student voice and influence university decision-making. 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.



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 creating inclusive, motivating spaces which bring out the best in students and enable meaningful, effective participation in representation practices. Students will have positive and productive experiences of engaging with King's improvement and transformation projects, and King's colleagues will see the full value and benefit of having students involved in decision-making and influencing project outcomes via dynamic, innovative representation practices.

This role will support the development of best practice in facilitation across KCLSU, and will contribute to KCLSU being recognised as the experts in student voice at King's.

The Role

Job Specification

FACILITATING QUALITY REPRESENTATION PRACTICES:

- Facilitate representation practices within Student Futures, both in person and online, in line with KCLSU's Student Voice Partnership Agreement and Student Voice Design Framework;
- Lead on development of innovative facilitation methods to foster collaborative, productive spaces for student participation that are fit to respond to the issue at hand;
- Create toolkits, guidance, and other training materials to support the facilitation skills development across KCLSU and King's;
- Develop and deliver training on facilitation skills for KCLSU and King's colleagues.

SERVICE DEVELOPMENT:

- Work with Student Voice colleagues to expand the capacity and reach of the team across King's;
- Support the development and delivery of an evaluation process for the facilitation of student voice within projects or service areas, ensuring monitoring requirements are met in order to demonstrate impact and track progress over time;
- Represent KCLSU's Student Voice team and promote the Student Voice Design Framework to King's colleagues and other relevant stakeholders;
- Create and deliver training, guidance, and on-going support for Student Officers and other student representatives on facilitation, student voice, and related areas, equipping students with the knowledge and skills that enable them to thrive in their role and feel empowered to grow as community leaders.

GENERAL:

- Support the delivery of key KCLSU Community Engagement Department and King's Transformation Office projects;
- 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 knowledge of facilitation approaches and techniques, and their application in various situations
- Understanding of the ways in which social inequalities and lived experiences may impact participation
- (Desired) Awareness of current issues affecting students in the higher education sector
- (Desired) Understanding of representation systems and practices

EXPERIENCE:

- Experience of facilitating research participation, service user engagement, public engagement, membership engagement, and/or other forms of feedback and participation exercises
- Experience of working or volunteering in the education, public, and/or voluntary sectors
- Experience of working in successful partnership with a range of stakeholders
- (Desired) Experience of working with young people, students, or similar
- (Desired) Experience/involvement working with a membership organisation as an employee, representative, or trustee
- (Desired) Experience of delivering training to a professional audience

SKILLS:

- Strong facilitation skills and the ability to create open, productive spaces for individual contributions and group collaboration
- Strong interpersonal skills and the ability to manage conflict or disruption in a group
- Excellent written and verbal communication skills, able present complex or technical information to non-experts
- Good planning, organisational, and administrative skills with strong attention to detail
- 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) 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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