



Coventry University Students' Union

Job Description

Job Title:	Membership Services Assistant Manager (London)
Grade:	Grade 6
Location:	Campuses in London (main base Liverpool Street)
Department:	Campus Engagement- Membership Services
Responsible to:	Head of Campus Management

Purpose

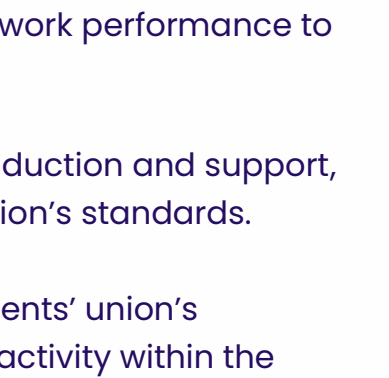
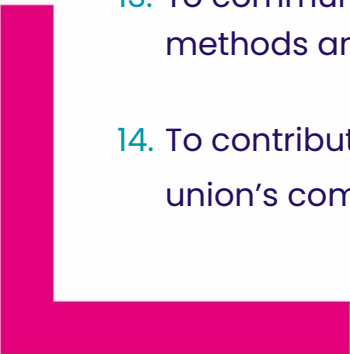
Under the direction of the Head of Campus Management to independently manage operations at the students' union's sites in London, ensuring Your SU's Membership Services are delivered across the region.

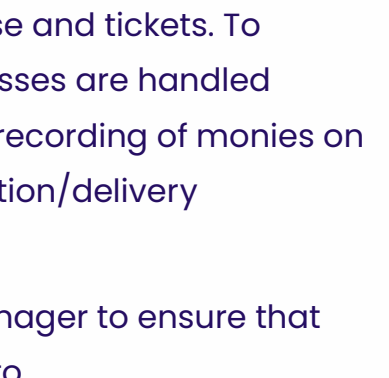
To provide support to local Student Officers, Student Representatives and members with variety of activities and training.

To promote general students' union services, and engage students in Students' Union related events, campaigns and projects.


Main Duties and Responsibilities


1. To enhance the student experience through supporting students and students' union elected representatives to deliver positive change.
2. To deliver a range of co- and extra-curricular services and engagement activities.

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3. Assist in the management of staff and report on work performance to line manager.
 4. To deliver local student elections, and ongoing induction and support, for elected members in line with the students' union's standards.
 5. To champion and support Students and the students' union's engagement in quality assurance and enhance activity within the University, including Equity and Diversity.
 6. To develop and maintain working relationships with University departments, faculties and halls to the betterment of the student experience.
 7. To establish and maintain professional networks within the Student Movement and wider sector to support your own and others professional development and the profile of the students' union.
 8. To inspire and facilitate the delivery of 'student led' activities.
 9. To support the students' union's work in the surrounding area to campuses, championing the role of the Students' Union and University as a civic entity.
 10. To develop and coordinate a range of non-commercial and commercial events and activities that are delivered both on campus and with partners in the local locality.
 11. To develop and maintain strong operational links with key students' union departments.
 12. To liaise with the students' union's and the University marketing teams to ensure all communications are relevant to specific campus locations.
 13. To communicate effectively with members through a variety of methods and update relevant students' union's webpages.
 14. To contribute and provide reports on local campus activities to students' union's committees where required.

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15. To oversee all local sales of clothing, merchandise and tickets. To ensure all cash and card payment control processes are handled effectively, including cash handling, receipt and recording of monies on a daily basis, banking, reconciliation, cash collection/delivery arrangements.
 16. Monitor budgets, liaising closely with the line manager to ensure that students' union's financial controls are adhered to.
 17. To facilitate the safe delivery of all operations by ensuring activity operates within Health and Safety frameworks.

GENERAL RESPONSIBILITIES

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
 2. To undertake relevant research/development projects as required from time to time.
 3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
 4. To support and contribute to Your Students' Union's communities, committees, societies activities and campaigns as required.
 5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
 6. To work flexibly – this may at times include weekend and evenings.
 7. To abide by Your Students' Union's constitution, procedures and policies at all times.
 8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
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9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
 10. Undertake any other duties commensurate with the grade range of the post.

I have read, understood and agree to the above duties.

SIGNED:

DATE:

PRINT NAME:



Person Specification and Shortlisting Criteria

Membership Services Assistant Manager

All applicants must have eligibility to work in the UK.

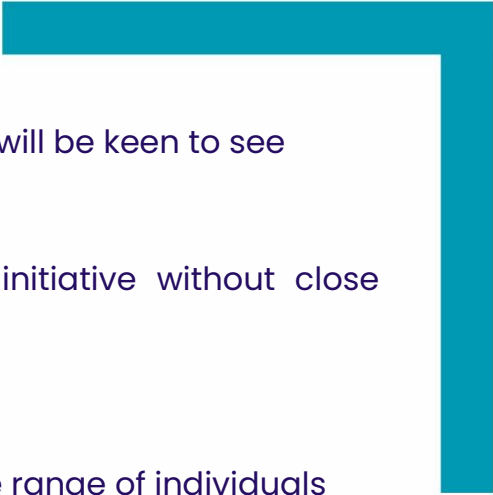
Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions and / or CV.

1. Experience of working in Youth Work/Higher Education and/or Students' Unions enabling participation of students – Essential
2. Ability to coordinate a number of projects and handling competing priorities – Essential
3. Ability to analyse, interpret and report factual data and information – Essential
4. Experience of planning and delivering events – Desirable
5. Understanding and experience of relationship building with stakeholders and building partnerships in a complex organisation – Desirable
6. An understanding of a diverse range of students' needs in a HE environment, including Widening Participation and/or International background and have the ability to facilitate their participation – Desirable
7. Experience of involving students in Higher Education Quality Assurance and Enhancement – Desirable
8. Educated to 'A' level standard (or equivalent) to demonstrate proven numeracy / literacy / IT skills – Essential

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on



whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Ability to work with autonomy and use own initiative without close supervision on routine processes
- Ability to problem solve and critically think
- Flexible approach with a can-do attitude
- The ability to engage and connect with a diverse range of individuals
- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- A high degree of commitment to excellent customer care
- Ability to work well in a team
- Good understanding and awareness of equal opportunity and diversity
- Flexible approach to working hours

All staff are expected to comply with all Your Students' Union's policies and procedures.

