

STUDENT VOICE DEPARTMENT MANAGER

KEY DETAILS

Reporting to:	Associate Director of Community Engagement
Line Manages:	Student Voice Design Manager Campaigns & Community Organising Manager Representation and Influence Coordinator Policy & Research Coordinator
Place of Work:	London – our main offices are based at the KCL Strand campus, with occasional requirement to work from another campus in central London. We offer a hybrid working approach, with a minimum of 2 days per week expected in the office.
Hours of Work:	35 per week
Salary:	£47,489. The successful candidate will be recruited on KCLSU Band 6.1. KCLSU are currently undertaking a review of our pay structure, and therefore the salary scale associated with this role is subject to change.

PURPOSE OF THE ROLE

At KCLSU, our vision is to create a future where every student belongs and has the opportunity to thrive. Together with our members, we are a union of students where individuals love their university experience, are involved in shaping the future, and have the power to make change and connect to each other.

We work to achieve this in a way that is aligned to our values - Inclusive, Collaborative, Open and Brave. These values guide how we behave and how we go about our work.

As Student Voice Department Manager, you will lead the team and shape the strategic development and delivery of KCLSU's student voice work: community organising, campaigning, policy and influence, academic and liberation representation, Officer development, and the implementation of the KCLSU and King's College London Student Voice Partnership Agreement.

ROLE-SPECIFIC RESPONSIBILITIES

Student Voice Partnership & Infrastructure

- Working with Associate Director of Community Engagement, support the strategic development and lead the operational implementation of the KCLSU and KCL Student Voice Partnership Agreement.
- Oversee the ongoing development of the Student Voice Design Framework, supported by a portfolio of best practice engagement methods, to ensure consistent, effective and inclusive student voice design across KCLSU and King's College London.
- Working with the Student Voice Design Manager, grow KCLSU's Student Voice Design Service, providing expert consultancy and support to build organisational capability, drive innovation and ensure high-quality student voice practice.
- Through effective partnership, successfully embed representation practices and innovative democratic structures across King's College London faculties, departments and KCLSU services.

Community Organising & Student Engagement

- Lead the Student Voice team to deliver proactive and responsive student voice engagement, ensuring an effective annual cycle of activity and the agility to respond to emerging issues across KCLSU, King's College London and the wider student movement.
- Embed a community organising approach across the Community Engagement Department, bringing students together around shared issues and enabling them to build collective power through structured listening, connection and action.
- Oversee day-to-day engagement with Student Officers and Representatives, ensuring they can identify, prioritise and engage with both long-standing and emerging issues affecting student communities throughout the year.

Representation & Influence

- Lead how the Student Voice team enable Officers and Representatives to engage effectively with institutional governance, working with the Representation & Influence Coordinator to ensure they are supported to navigate committees, processes and decision-making structures across King's College London
- Manage the mapping and coordination of strategic relationships with key university decision-makers, ensuring Officers are supported to

build and manage effective relationships aligned to priority student issues.

- Ensure Officers and Representatives are supported to influence effectively, with strong governance submissions and clear approaches to reporting, accountability and demonstrating impact.

Policy, Insight & Campaigns

- Working with the Policy & Research Coordinator, oversee the development of student insight and research, ensuring robust data capture, analysis and collaboration across KCLSU, King's College London and sector partners to build a strong understanding of the student experience.
- Manage the development of the Union Agenda, ensuring insight is effectively translated into long-term strategic campaign priorities and used to engage members and stakeholders.
- Working with the Campaigns Manager, lead and oversee KCLSU's campaigning function, turning Union Agenda priorities into ratified student-led campaigns that build participation, strengthen leadership and deliver meaningful change.

Student Leader Development

- Oversee the development of Future Leaders, KCLSU's leadership development programme, enabling students from under-represented or low-participation groups to step into leadership and participate in KCLSU's democratic structures.
- Manage the representation and campaigning learning pathways for Student Officer induction and year-round development, providing day-to-day guidance, direction and support to enable effective delivery in role.
- Shape and oversee the learning and development offer for representatives and campaigners across KCLSU and King's College London, working with the Training Manager to ensure the Student Voice team delivers high-quality training, coaching and support to build the knowledge and skills of student leaders and sustain strong engagement throughout the year.

Stakeholder Management and Partnerships

- Co-chair the Student Voice Operations Group, providing joint operational leadership for a cross-union/university partnership that drives continuous improvement and implements the Student Voice Partnership Agreement.

- Manage the relationship and long-term partnership within key KCL departments, including Faculty Student Experience teams, the Students and Education Directorate, KCL Chaplaincy, King's Transformation Office and KCL Governance, developing and maintaining partnership agreements that enhance our offer for King's students, while respecting and furthering the distinct aims and responsibilities of KCLSU and KCL.
- Manage relationships and long-term partnerships within key external partners and stakeholders, including National Union of Students (NUS), Russell Group Students' Union (RGSU), WONKHE.
- Collaborate with Communications, Marketing & Insights team to effectively promote the work of student voice activity.
- Identify and cultivate key relationships and partnerships across King's College London, students' unions, higher education organisations, national governing bodies, and local and national charities and community partners; building networks and knowledge of sector-leading developments.

Operational Planning & Strategic Implementation

- Alongside the Associate Director of Community Engagement, develop the annual operating plans for the service area, ensuring on-going quality improvement of the service in line with KCLSU's strategic plan.
- Monitor key performance indicators and strategic targets, managing processes for measuring and reporting on impact and outcomes.
- Develop mechanisms for service feedback, consultation and user insight, understanding diverse user needs and perspectives to inform continuous service development.
- Review and improve policies and processes, using staff resources effectively and implementing efficient, sustainable and robust working practices.

Team management

- Provide operational management for 4 direct reports (2 managers and 2 coordinators) and 7 indirect reports (4 coordinators and 3 student staff); motivating, supporting and developing the team to ensure they have the skills, knowledge, and support to excel while delivering agreed objectives.
- Oversee performance management, recruitment, and succession planning, ensuring compliance with KCLSU policies and proactively addressing resource and development needs.
- As part of the Community Engagement Management Team, lead a culture that works collaboratively and thinks organisationally, developing partnerships and processes that serve the wider Community Engagement Department and KCLSU.

Risk & Compliance

- Accountable for KCLSU Student Voice procedures and processes; ensuring student campaigning and representation is compliant with KCLSU Byelaws and Articles of Association; KCL and KCLSU policies & procedures; the Education Act 1994; and UK charity law.
- Operate in accordance with health and safety practices and regulations, ensuring consistent practice and reporting of risk assessments across all campaigning and student voice activities.
- As an appointed KCLSU Safeguarding Liaison Officer, manage departmental safeguarding, ensuring procedures are implemented effectively, direct reports and student leaders are trained and supported, and regular feedback is provided to Senior Safeguarding Leads.
- Be the Data Officer for their team, ensuring compliance with GDPR

Financial Management

- Responsible for the budgetary planning, management, reporting and reforecasting of the team's budgets, ensuring effective spend.

PERSON SPECIFICATION

This person specification sets out a range of behaviours, knowledge, skills, and experience that the ideal candidate can demonstrate. We recognise that candidates will have a variety of experiences and understand that this experience does not always come from paid employment. Your application will be assessed on how your skills and experience relate to the competencies below.

Area	Essential
Qualifications, Experience and Knowledge	<ul style="list-style-type: none"> • Experience leading student/community voice, representation, campaigning and participation functions and services. • Experience managing and developing staff, including performance management, recruitment. • Experience establishing and maintaining successful partnerships with a range of senior stakeholders. • Knowledge of inclusive engagement and representation practices that address barriers for underrepresented groups. • Knowledge of governance, compliance and risk considerations relevant to campaigning and democratic activity.
	Desirable <ul style="list-style-type: none"> • Qualification or work-based training in community organising or facilitation/participation practices. • Understanding of underrepresentation in higher education/voluntary sector. • Experience within a Students' Union, higher education, or membership organisation.
Behaviours	Essential <ul style="list-style-type: none"> • A commitment to and ability to role model KCLSU's vision and values. • Able to build positive relationships with colleagues at all levels. • A commitment to the principles and practices of equality, diversity and inclusion. • Enthusiasm for working in a student-led environment.
	Essential

Skills	<ul style="list-style-type: none">• Strong leadership and team-building skills with a collaborative approach.• Excellent planning, organisational, and project management skills, with the ability to oversee multiple projects and set direction and priorities for others.• Ability to evaluate impact and drive strategic improvement of services, reporting to key stakeholders and senior management.
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