Hallam Students' Union

Job Description: Student Groups Coordinator

Salary: £25,962

Responsible to: Social & Civic Engagement Manager

Responsible for: Student staff posts as required

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

1. Purpose of Post:

To support the operational delivery of quality relevant and accessible services, events, activities, and opportunities for all our students, that create strong and vibrant student communities. Specifically supporting the running of our student societies and associated events. The post holder will lead by example and demonstrate the culture and values of the organisation.

2. Main Duties and Responsibilities

Supporting Student Societies

- Work alongside the Social & Civic Engagement Manager to develop and deliver our social, faith, liberation, and academic societies, including offering training and guidance to all committee members where appropriate.
- Support the democratic process of student societies through facilitating elections and by-elections.
- Support society events, from proposal through to evaluation.
- Support society queries, including occasional conflict resolution
- Assist with all relevant administration including, marketing promotion, risk assessments, trip proposal forms, budgets, and any other appropriate documentation.
- Manage any staff under your responsibility in a consistent, fair, and professional manner, ensuring that they adhere to the SU's policies and procedures and uphold the culture and values of the organisation.

Supporting Department Activity and Strategy

- Use a variety of software systems to monitor and manage student engagement and contribute to the development of new processes and systems to enhance this activity.
- Work with your manager to continuously improve the service delivery of your area of responsibility and ensure that your offer remains relevant to students.
- Be responsible and accountable for any budgetary or financial functions under your area of responsibility.
- Support the delivery of the Union's strategy within the Communities team and beyond, taking responsibility for targets and KPIs within your area of activity.
- Ensure relevant promotional tools are up to date and used effectively. Including website pages, social media, and newsletters.

Collaborative working and creating new partnerships

- Advise where appropriate elected Officers and student representatives in the planning and implementation of events.

- Work in partnership with the University and collaborate with appropriate external stakeholders to raise the Students' Union's profile within the city and region.
- Be an advocate for the Students' Union and take a pro-active role in representing the Students' Union at relevant meetings and committees, including servicing committees and meetings as required.
- Implement the marketing and communication strategies for the relevant area of work.
- Proactively support the delivery of cross-Union activities, such as Elections and Welcome Week.
- Deal with requests and queries from a variety of groups and individuals, ensuring outstanding customer service.
- Support the involve the set-up, preparation and delivery of wider HSU events with some manual handling duties.

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PERSON SPECIFICATION
Job Title: Student Groups Coordinator

	Requirements	Essential (E) Desirable (D)	Assessed by Application (A), Task (T), Interview (I)
1	**Qualifications/Training**		
1.1	Good general level of education, typically to degree level or equivalent relevant experience.	D	A
2	**Experience**		
2.1	Experience of facilitating and delivering activities for groups.	E	A/I
2.2	Experience of devising, planning, risk assessing and delivering events, activities, projects, and training that demonstrate successful outcomes.	E	A/T
2.3	Previous experience of working with students, student leaders.	D	A
2.4	Proven experience of monitoring, evaluating, and reporting the impact of services and activities	D	A
2.5	Proven experience of building successful collaborative partnerships with internal and external stakeholders	D	A/I
2.6	Demonstrable experience of engaging with customers to deliver of an outstanding level of service.	E	I
2.7	Experience of organising and servicing meetings and committees including taking accurate notes and minutes.	D	A
2.8	Experience of conflict resolution and mediation	D	A
3	**Knowledge**		
3.1	Ability to manage student staff effectively, creating an environment where they are motivated and supported to achieve their goals	E	I
3.2	Ability to use digital technology to increase stakeholder engagement.	E	A/I
3.3	A good understanding of Higher Education and academic environments	E	T/I
4	**Skills & Attributes**		
4.1	Ability to manage own performance effectively in order achieve organisational objectives and targets under pressure and to tight deadlines.	E	I
4.2	Effective communication skills, both written and verbal, report writing skills, experience of delivering presentations and communicating with people at all levels.	E	T/I
4.3	Self-motivated, and enthusiastic with the ability to use own initiative and be forward thinking and innovative.	E	A/I
4.4	Ability to develop creative approaches to problem solving	E	T/I