

<b>Post:</b>	Student Voice Team Leader
<b>Department:</b>	Representation and Advice Department
<b>Responsible to:</b>	Representation and Advice Manager
<b>Hours of Work:</b>	35 hours per week normally Monday to Friday. The post holder will be regularly required to be flexible to meet organisational need.
<b>Grade:</b>	AP4 (£26,163 per annum)
<b>Probationary Period:</b>	The post holder is offered a permanent contract subject to a satisfactory 6 month probationary period.
<b>Purpose:</b>	<p>The post holder will be responsible for providing leadership, management and strategic development to the Student Voice function within the Representation and Advice Department. The post holder will embed a culture of democracy, representation and campaigning throughout GCU Students' Association through increased opportunities for democratic involvement and policy development, overseeing delivery of democratic engagement activities and opportunities aimed to increase student dialogue.</p> <p>As a Manager you will at times be expected to contribute to strategic and operational management in all areas of the Students' Association and ensure that the organisation operates successfully and achieves its targets.</p>

### **1. Main Duties:**

1. To manage and oversee all operational aspects of the Student Voice function, including managing staff.
2. Ensure student engagement in GCU quality assurance and enhancement processes and the wider Scottish sector Quality Enhancement Framework.
3. To ensure the development and delivery of appropriate training and support for student representatives and officers on GCU and Students' Association committees.
4. To advise and assist officers on policy formulation, consultation responses, undertaking research, analysing survey data and writing papers.
5. To maintain a working knowledge of policy developments and initiatives in Higher Education and brief colleagues accordingly so as to ensure that representational work is current, relevant and informed.

6. To advise and support officers and members in the research, development, implementation and evaluation of campaigns.
7. Read and analyse specific university papers and minutes to support the briefing and debriefing of student reps and Full Time Officers prior to university committee meetings and for the formulation of policy documents and papers for academic committees.
8. To ensure the delivery of a Student Engagement Strategy for the officers to consult, engage and make connections with the membership, especially hard to reach student groups in order to reinforce the relevance of the organisation in members' day to day student lives and to make a positive impact to the lives of our members.
9. To lead on organising the induction and ongoing training programme for the Full Time Officers.
10. Devise and deliver innovative activities and training to encourage the membership to submit 'ideas' for change within GCU, the Students' Association and the local community and to become activists.
11. To ensure officers engage within and make a positive difference to the work of NUS.
12. Oversee the strategic and operational development of the Students' Association elections and referendums, including when requested the duties of the Deputy Returning Officer.
13. Organise meetings of Caledonian Student Voice and its sub committees and ensure that elected representatives and officers on Student Voice are provided with appropriate training and support.
14. To ensure all necessary activity for the Students' Association to maintain the NUS Green Impact Award at the Good Level.
15. To lead on all necessary activity for the Students' Association to maintain the NUS Quality Students' Union accreditation.
16. To co-ordinate Students' Association input into GCU Open Days.
17. As and when required, work with the Chief Executive to review and develop Students' Association governance arrangements and documentation.

## **2. General**

- a) As the post will require handling, processing and recording of restricted information, strict confidentiality is required to be maintained at all times.

- b) To be responsible for all administration required for the post, including managing budgets.
- c) To deliver and develop targets outlined in the Strategic Plan.
- d) To support programmes and projects run within the Department and wider Students' Association projects such as elections, accreditations, community engagement, annual award and recognition events, and volunteer training.
- e) To fulfil any other reasonable duties in relation to your work as deemed necessary by the Representation and Advice Manager or Chief Executive.
- f) To update the Association website and GCU Learn, as and when necessary.
- g) To comply with the Health and Safety Policy in relation to your own safety and that of any other employee, student or visitor.
- h) To adhere to all Students' Association rules and policies including HR, Disciplinary, Health and Safety, Finance or with any other Students' Association Policy passed at Caledonian Student Voice.
- i) To attend any meetings as and when requested and produce reports as required.
- j) To work within the values of the organisation and respect the democratic structure and nature of the Students' Association.
- k) To portray the Students' Association in a positive, proactive and professional manner.
- l) To undertake personal and professional development activities as agreed by the Chief Executive.

**Responsible to:**

- The Representation and Advice Manager for HR and line management.
- The Executive Committee and Trustee Board for policy and strategy.

GCU Students' Association is a registered Scottish charity, number SC022887.

<b>Person Specification: Student Voice Team Leader</b>	<b>E</b>	<b>D</b>	<b>Tested By</b>
<b>QUALIFICATIONS</b>			
Educated to degree level or equivalent relevant experience	✓		AF/E
Management Qualification		✓	AF/E
<b>KNOWLEDGE AND EXPERIENCE</b>			
Experience of recruiting and managing student reps and/or volunteers	✓		AF/I
Management experience of a staff team	✓		AF/I
Knowledge of quality assurance and enhancement in Higher Education and at a national level	✓		AF/I
Knowledge of issues affecting the student learning and teaching experience from students with different modes of study	✓		AF/I/P
Proven experience of leading change through negotiation with major stakeholders and partners	✓		AF/I
Experience of conducting research, interpreting statistical information and report writing	✓		AF/I
Computer literate in Microsoft Office Suite (Outlook, Word, Powerpoint and Excel)	✓		AF/I
Experience of delivering training	✓		AF/I
Experience in campaigning delivery		✓	AF/I
Experience of developing governance documentation		✓	AF/I
Experience of developing democratic structures	✓		AF/I
Experience in managing a budget		✓	AF/I
Experience of working within a democratic or member led environment		✓	AF/I
<b>SKILLS AND ABILITIES</b>			
Ability to work with minimum supervision in a busy environment to meet deadlines	✓		AF/I
Student (member, client or customer) focused	✓		AF/I
Excellent people skills	✓		AF/I
Ability to use your own initiative	✓		AF/I
Adaptable and flexible in modifying work in order to achieve the best results	✓		AF/I
Excellent verbal and written communications to a wide range of people	✓		AF/I
Pays attention to detail and produces work to a high standard	✓		AF/I
Understanding and commitment to equality and diversity	✓		AF/I
Desire to work within a democratic student led environment	✓		AF/I

**AF**    Application Form  
**I**      Interview  
**T**      Test  
**E**      Evidence  
**P**      Presentation

April 2018