



University of Birmingham Guild of Students

Director of Support & Development

Candidate Pack – July 2017

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#### EXECUTIVE SUMMARY

**Reports to:** Chief Executive

**Direct Reports:** Guild Advice Centre Manager, Student Community Welfare Manager, Volunteering & Employability Manager, Lettings Manager

**Salary:** £48.7K - £54.8K

**Location:** University of Birmingham, Edgbaston

The Guild of Students is a successful and vibrant organisation, with an extensive history of leading the student movement and a bright future ahead. A registered charity, it is the students' union for more than 36,000 students at the University of Birmingham.

The Guild represents its members to the University and aims to be the authoritative voice on the issues that matter the most to Birmingham students. As a democratic membership organisation, it also helps students to develop skills outside of study, have fun, meet new people, access the support they need and make sure that they can get the best from Birmingham. Its work has been recognised as sector-leading, and it recently gained an 'Excellent' National Union of Students Quality Students' Union mark, placing it within the top three unions across the country.

The Guild is now looking for an ambitious new Director of Support & Development. The right candidate will support it to grow membership services that serve its diverse student body. The Support & Development directorate includes a Student Community Welfare and Mentoring scheme, a Jobs, Skills and Volunteering department, a Lettings service and a Student Advice service.

The Director of Support & Development will be an inspiring and collaborative leader with experience of overseeing successful membership or community services, ideally within a democratic organisation. You will have excellent communications skills along with strong analytical abilities, and will demonstrate how you have led on successful partnership strategies. A creative, innovative mindset and commitment to the values of the Guild and equality of opportunity is essential.

The Guild is being assisted in this appointment process by the executive search firm Society.

Applications should consist of a CV, ideally accompanied by a brief covering letter addressing the criteria in the Person Specification. Click [here](#) for a full specification and details of how to apply.

**The closing date for applications is midday on Monday 31st July 2017.**

## ORGANISATION

The Guild is a vibrant democratic membership organisation and one of the largest students' unions in the country, representing over 36,000 students and home to almost 300 student groups, societies and associations. It represents its members to the University and aims to be the authoritative voice on the issues that matter the most to Birmingham students. The Guild is very proud that its work has been recognised as sector-leading, having recently been awarded:

- National Union of Students Quality Students' Unions – Excellent Award
- Green Impact - Gold Award
- Investors in People - Silver Award
- Best Bar None – Gold Award

The Guild's leadership consists of eight elected student officers and a professional senior management team that work alongside 70 employed and 350 student staff to deliver the Guild's strategy, policies and services.

The Guild is supported by a Trustee Board, which has ultimate responsibility for its overall management and reflects the spirit of collaboration across the Guild at large. This Board consists of elected student officers, student Trustees and External Trustees who are appointed because of their skills, experience and commitment to the Guild. You can read more about the Guild's governance arrangements [here](#).

### *History and Relationship to The University of Birmingham*

The Guild itself is around 130 years old and is one of the largest students' unions in the country. Though the University supports the Guild through an annual grant, they are entirely separate entities that enjoy a positive, mutually supportive relationship. A detailed synopsis of the Guild's history can be found through this [timeline](#).

### *Vision and Values*

The Guild's vision is: *We'll make sure you get the best from Birmingham!*

The Guild is now coming to the end of its Strategic Plan 2014-17. The Plan was developed in response to its largest research and consultation exercise ever, which involved more than 4,000 students. Designed in direct response to this feedback, the Plan focussed on the following priorities:

- Improving the academic and learning experience;
- Representing the student voice;
- Developing skills and increasing employability;
- Giving better value for money;
- Increasing engagement and participation.



These align very closely with the Guild's values:

- Representing you;
- Involving you in University life;
- Give you a say – and a vote
- Offering you support;
- Having fun.

The full 2014-17 Strategic Plan can be read [here](#).

Looking ahead, the Guild is beginning its journey to create a plan for 2018-21. This makes it an exciting time to join – and the Director of Support & Development is essential in ensuring the Guild's excellent work supporting the students of Birmingham continues.



#### **ROLE DESCRIPTION**

The Director of Support & Development will strategically develop the full range of services to the Guild's membership, particularly in the areas of student support and development. The post holder will be an active member of the Senior Management Team and will be expected to contribute to the strategic and operational management of all areas of the Guild.

The Director of Support & Development will be responsible for:

#### *Strategic Management & Leadership*

- Being an active, integrated and cohesive team member of the Senior Management team in order to deliver the Guild's Mission and Values;
- working with the CEO in providing leadership and direction in the development and implementation of the Strategic plan, whilst promoting the Guild's democratic principles;
- ensuring that the Guild maximises its performance across a range of KPI's, including NSS;
- working effectively with all people, developing productive relationships with colleagues, volunteers and stakeholders;
- using resources effectively including management of budgets and finances;
- reporting to Committees as required – including the Trustee Board and relevant sub-committees;
- representing the Guild at University and other Committees, as required;
- leading on key Guild projects or events, as required;
- deputising, if requested, for the CEO.

#### *People*

- Providing leadership, direction and coaching for direct reports in order that they optimise their effectiveness;
- coordinating the work and monitoring workloads of direct reports undertaking Development & Performance Reviews against key performance indicators as required;
- undertaking performance management of staff as required;
- identifying appropriate training and development needs for direct reports, assisting in their development;
- supporting and providing advice and mentoring to elected Officers, in order for them to maximise their effectiveness whilst in post, as required;
- developing and delivering training and presentations for staff and Officers, as required.

#### *Quality Management*

- Managing and leading the Support & Development function within the Guild, ensuring that they deliver against the Strategic plan and are regularly exceeding agreed benchmarks;
- managing the Support & Development services with a high level of customer focus;
- driving a high quality and performing culture, responsive to members'/ customers' needs;
- embedding effective systems and procedures, including external benchmarking, creating a culture of continuous improvement.

#### *Specific Responsibilities*

- Ensuring that members/ customers are engaged in the delivery and design of services within the Support & Development functions;
- developing and presenting the overall budgets for the Support & Development functions, and ensure services meet agreed budgets;
- implementing, reviewing and evaluating operational and financial processes and procedures to improve the operation of the Support & Development functions;
- developing and maintaining positive working relationships with the University of Birmingham, City Council and the local/regional community in order to benefit the Guild;
- working with University colleagues to develop projects, such as the overseas campus and other opportunities as they arise;
- developing coherent monitoring and evaluation systems for recording, analysing and reporting on Support & Development activities and demonstrating associated impact on the student experience;
- overseeing the Guild Volunteering and Employability strategy, ensuring as many students are involved as possible;
- overseeing the development of the Lettings Strategy in order to maximise financial returns across the service;
- overseeing the development of Community Wardens Strategy in order to maximise engagement with students and the local community;
- developing new and existing projects and negotiate appropriate service level agreements as applicable.

#### *General*

- Adhering to all relevant Guild policy with particular reference to staffing, health and safety, environmental and any relevant Guild Council Policy where it may impact upon your role;
- complying with all relevant legislation;
- undertaking appropriate training and personal development as required for the role;
- participating as a member of the Senior Management and wider Guild team;
- supporting the work of the Senior Management Team, where necessary, in the event of sickness, holiday or other exceptional circumstances;
- portraying a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example;
- undertaking such other duties as may be reasonably required, consistent with the nature and grade of the post.

#### **PERSON SPECIFICATION**

The successful candidate will be expected to demonstrate evidence of the following skills, capabilities and experience:

#### *Qualifications*

- A degree qualification or equivalent evidence of continuous professional development;
- a Masters/ post graduate degree or equivalent evidence of continuous professional development (desirable).
- a Management/Leadership or related professional qualification;

### *Knowledge and Experience*

- A proven track record of managing, leading and inspiring diverse teams to high level of achievement and innovation;
- demonstrable track record of successfully initiating, leading and managing projects and associated risks;
- experiences of successfully developing and leading a strong performance and outcome focussed culture;
- evidence of developing and sustaining a culture that meets the needs of diverse members, customers, staff and stakeholders;
- a proven track record of successfully developing high quality, cross sector partnerships with a wide range of stakeholders;
- evidence of a detailed understanding of working in a democratic organisation;
- demonstrable track record of initiating, driving, developing and implementing strategies and plans relating to outcomes and impact;
- experience of senior/strategic leadership within an organisation (desirable);
- experience of coordinating and/or delivering large scale organisational events/projects within a given timeframe and budget;
- experience of managing major change and change programmes (desirable);
- experience of using research in the development of strategy;
- a working knowledge of relevant legislation including the political, legal and financial context of Students' Unions (desirable);
- significant experience of setting/ monitoring budgets;
- experience of devising and delivering training (desirable);
- experience of developing and implementing policy.

### *Skills and Abilities*

- Ability to present complex information clearly and concisely in writing or verbally, with excellent written and spoken English;
- analytical skills with the ability to exercise sound judgement and sensitivity;
- ability to build effective teams and relationships and achieve results through others by leading, inspiring and motivating others;
- ability to build and maintain effective relationships with elected officers and stakeholders;
- ability to work successfully within a democratically led, with an understanding of a member led and member focussed organisation;
- the ability to achieve change and results through influence, negotiation and collaboration;
- good knowledge of quality assurance systems and the organisational accreditation (desirable).

### *Personal Qualities*

- Understanding of and a commitment to Equality of Opportunity;
- team focussed approach;
- self-motivated;
- flexible;
- committed to continuously improving service delivery;
- customer focus;
- persistent and able to persuade others to meet your deadlines;
- attention to detail.

**APPOINTMENT DETAILS AND HOW TO APPLY**

University of Birmingham Guild of Students is being assisted in this appointment process by the executive search firm Society.

Applications should consist of a CV, ideally accompanied by a brief covering letter addressing the criteria in the Person Specification. These documents can be uploaded via [Society's website](#).

**The deadline for receipt of applications is midday on Monday 31<sup>st</sup> July 2017.**

Shortlisted candidates will be invited to interview during the w/c 7<sup>th</sup> August 2017.

An appointment will be made subject to receipt of satisfactory references. The appointed candidate will be offered a salary that is commensurate with their experience and the seniority of their new role.