

UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS JOB DESCRIPTION

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| Job Title: | HALL REPS COORDINATOR |
| Reporting to: | Student Community & Welfare Manager via the Senior Hall Reps Coordinator |
| Responsible for: | Student Staff Team (as appropriate) |
| Grade: | Guild Grade 4 |

Organisation:

This role is part of the Student Community Welfare department working collectively with colleagues delivering the Guild's support activity for students living in University and nominated accommodation. The department sits within the Support & Representation Directorate.

Job Purpose:

The Hall Reps Coordinator role is to support delivery of the Hall Reps departmental plan. We expect Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To deliver a variety of events and activities for students living in University of Birmingham residences via the Hall Reps scheme
- To support Hall Reps to promote and deliver a timetable of events throughout the year.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here. Supporting a culture of ambitious targets and a positive team spirit are also key. Coordinators are expected to follow the Guild's competency framework, which should be read in conjunction with this job description.

Key Role Responsibilities:

1. To work with the Senior Hall Reps Coordinator and Student Community Welfare Manager to contribute to the delivery of the partnership between the Guild of Students and the University of Birmingham Campus Services with regards to Hall Reps activities and events.
2. To support the development and planning of initiatives and events (physical and virtual) for the Hall Reps Scheme.
3. To deliver a timetable of activities and events for students living in University of Birmingham residences, with a focus on increased participation and engagement.
4. To promote positive relationships between students and promote the service of the Hall Reps Scheme.
5. To provide information, and guidance to the Hall Reps student staff team regarding organising

events and activities, ensuring they are supported to make these inclusive, engaging and successful.

6. To organise, and take responsibility for running training appropriate for student staff, ensuring that deadlines and outcomes are met.
7. To work within a budget, ensuring events and activities offer value for money and are organised in a financially transparent manner, in line with Guild financial procedures
8. To be involved in the collection of student residents feedback, as requested by the Senior Hall Reps Coordinator
9. To participate in developing productive working relationships with stakeholders within the Guild, the University, and the Halls of Residence
10. To support the Senior Hall Reps Coordinator in developing effective policies, processes, procedures and systems for Residence Associations
11. To ensure all administrative tasks relating to the service are carried out appropriately
12. To work evenings and weekends as appropriate to ensure effective engagement with Hall Reps as determined by the Senior Hall Reps Coordinator or Student Community & Welfare Manager
13. To develop and maintain effective relationships with relevant local and university stakeholders.
14. To work closely with the Student Community Welfare department on shared initiatives and the wider Guild team to engage members in the functions of the Guild of Students
15. To identify improvements and recommend these to the Student Community Welfare Manager for consideration.

General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 4 Coordinators should be developing within level 1 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) which is designed to support staff to achieve high performance
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the work of the Student Community Welfare team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

December 2020

Person Specification

| EDUCATION, QUALIFICATIONS AND TRAINING | Essential | Desirable |
|---|------------------|------------------|
| Good general education to A level standard, typically including Maths and English at least to GCSE C, or equivalent | ✓ | |
| EXPERIENCE | | |
| Experience of managing and developing administrative systems | ✓ | |
| Experience of successfully delivering projects or events within budget | ✓ | |
| Experience of collecting and collating monitoring information | ✓ | |
| Experience of influencing a group of individuals to achieve an outcome | ✓ | |
| Experience of delivering training | ✓ | |
| Experience of supporting young people/students | ✓ | |
| SKILLS AND KNOWLEDGE | | |
| Ability to present information clearly and concisely in writing or verbally | ✓ | |
| Ability to develop and maintain relationships with internal and external stakeholders | ✓ | |
| Ability to communicate effectively with students or members both in one-to-ones and in groups | ✓ | |
| Ability to support, motivate and empower people | ✓ | |
| Strong organisational skills in order to be able to carry out a number of tasks in a busy environment | ✓ | |
| Ability to balance the needs of individuals and team/organisation | ✓ | |
| Ability to contribute to organisation-wide initiatives | ✓ | |
| Information gathering skills, for example acquiring knowledge of relevant legislation, volunteering issues and community need | ✓ | |
| Ability to take a constructive and co-operative approach to solving problems | ✓ | |
| Ability to work effectively within a democratic structure | | ✓ |
| Knowledge of student activities and related issues in Higher Education | | ✓ |
| PERSONAL QUALITIES | | |
| Motivated by working in a student-led, democratic workplace | ✓ | |
| Student & Customer focus: Keeps student leadership and the needs of students and customers at the heart of activities | ✓ | |
| Accountability: Takes personal responsibility for the important role they play in the Guild's work and in wider society | ✓ | |
| Results Focus: Strives for the best results – gets things done on time and to a high standard | ✓ | |
| Inclusivity: Values diversity - works to create an inclusive and engaging environment across all our activities and services | ✓ | |
| Communication: Communicates clearly and appropriately to people across our students' union and outside | ✓ | |
| Teamwork: Builds good relationships and works effectively with a range of people to deliver our shared goals | ✓ | |