

JOB DESCRIPTION

Job Title: Student Voice Manager

Responsible to: Director of Engagement

Responsible for: Representation Co-ordinators and small team of student staff

Summary of Post: The position of the Student Voice Manager will lead a team of core and student staff to enable the Guild to operate as an effective democratic organisation. The post holder will be responsible for the administration of free and fair elections, the student academic course representation scheme and the Guild's democratic decision-making framework. They will ensure that the student voice is a strong presence on campus and in the community, and support students to make positive change in issues that matter to them. The post holder will develop and maintain strong relationships with a broad range of internal and external stakeholders and ensure that student representatives are prepared for their engagement with stakeholders.

DUTIES & RESPONSIBILITIES

1. To work with the Director of Engagement to ensure the student voice is a strong presence on campus and in the community.
2. To manage and develop the staff from the Student Voice department ensuring effective recruitment, induction and on-going development within the organisation.
3. To ensure the effective management and administration of the democratic governance structure and its relationships with the decision making structures of the Trustee Board.
4. To ensure that democratic decisions made within the Guild structures are communicated to relevant staff across the Guild and that Guidance and Strategy, Belief and Commitments documents and working practices are update accordingly to reflect this.
5. To work closely with the wider Guild team to support and enhance student representation and democracy in order to engage members in representation functions at the Guild of Students
6. To manage the elections processes of the Guild and provide information, advice and guidance to Guild departments involved with elections, reporting to the CEO and Returning Officer as required
7. To develop significant departmental expertise in the Higher Education policy field in order to provide information, insight and analysis to Officers elected representatives and colleagues.
8. To manage and develop the Student Representation Scheme (SRS) ensuring that volunteers are elected, inducted, trained and receive on-going support and development within their role.

9. To develop and maintain effective relationships with University colleagues, internal and external stakeholders.
10. To ensure that Student Voice team provide excellent, informed support to student representatives on University committees by summarising meeting papers, research topics and preparing comprehensive briefings.
11. To implement the delivery plans for the Officer training induction programme and evaluate its overall effectiveness.
12. To support the Officer Team through assisting in the creation and development of action plans, facilitating constructive debriefing structures after relevant meetings, and disseminating information across the organization.
13. To work closely with other Guild departments to ensure that Guild-led campaigns and policy work is informed by issues that are relevant and important to students.
14. To develop and implement support for student-led campaigns, enabling students to make positive changes about things that matter to them.
15. To prepare and manage the budget for the department in accordance with the Guild's financial procedures manual.
16. To identify improvements through valid market research and other evidence sources, and recommend these to the Director of Engagement for consideration.
17. To ensure environmental impacts are considered when undertaking any duty
18. To undertake appropriate training and personal development as required for your role.
19. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental, and any Guild Policy where it may impact upon your role
20. To participate as a member of the wider Guild team
21. To support the work of the Student Voice Department and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances
22. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
23. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

June 2017



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PERSON SPECIFICATION – Student Voice Manager

	You must be able to demonstrate in your application that you have:	Essential	Desirable
	QUALIFICATIONS		
1	Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
2	A Management/Leadership or related professional qualification		✓
	KNOWLEDGE AND EXPERIENCE		
3	A minimum of 12 months experience of successfully managing a staff team	✓	
4	Demonstrable experience of developing and maintaining complex relationships with internal and external stakeholders	✓	
5	Experience of developing and managing budgets	✓	
6	Experience of managing and maintaining complex administration systems to support organization decision-making and implementation	✓	
7	An understanding of the issues facing students in Higher Education today	✓	
8	Practical knowledge of working within the governing documents of an organization	✓	
9	Experience of working in a democratic environment with complex decision making structures.	✓	
10	Knowledge of Higher Education Policy		✓
11	Experience of empowering others to create positive change	✓	
	SKILLS AND ABILITIES		
12	Highly developed interpersonal skills	✓	
13	Computer literacy (standard office software including spread sheets) and keyboard skills		
14	Ability to present information clearly and concisely in writing or verbally	✓	
15	The ability to analyse and understand a wide range of policy areas and be able to summarise the facts and issues for day to day use by colleagues and students	✓	
16	Ability to communicate effectively with students one-to-one and in groups	✓	
17	Ability to recruit, motivate and develop others	✓	
18	Ability to balance the needs of individuals and team/organisation	✓	
19	Ability to contribute to organisation-wide initiatives	✓	
20	Ability to work effectively within a democratic structure	✓	
21	Ability to maintain financial records and control budgets	✓	
22	Ability to encourage excellence and a learning and development culture	✓	
23	Ability to take a constructive and co-operative approach to solving problems	✓	
	PERSONAL QUALITIES		
24	The desire to work in a democratically-led environment	✓	
25	Understanding of and a commitment to Equality of Opportunity	✓	
26	Flexible	✓	
27	Committed to continuously improving service delivery	✓	
28	Customer focus	✓	
29	Persistence & ability to influence others	✓	
30	Attention to detail	✓	



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