



UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS JOB DESCRIPTION

Job Title:	STUDENT GROUP COORDINATOR (SUPPORT)
Reporting to:	Student Groups Manager via the Senior Groups Coordinator
Responsible for:	Student Staff Team (as appropriate)
Grade:	Guild Grade 4

Organisation:

This role is part of the Student Groups department working collectively with colleagues delivering the Guild's student groups, societies, activities and volunteering work as part the Engagement Directorate.

Job Purpose:

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

The role is required:

- To support students to participate in student-led groups and activities to maximise their enjoyment, potential and sense of community
- To ensure the effective administration, training and support for events/initiatives and support for groups to plan for the year, attract members and deliver their activities

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 Groups Coordinator and the Student Groups Manager to facilitate involvement and engagement with student groups, societies and associations of the Guild and to develop their capacity to enable them to achieve their potential.
2. To provide and facilitate excellent customer service to all the Guild student groups ensuring reviews and evaluations take place to improve and develop the service.
3. To cover the co-ordination of the student staff team to enable the team to provide the most effective and efficient service to all customers when required to do so.
4. To support the Senior Groups Coordinator and the Student Groups Manager in developing effective policies, processes, procedures and systems for the department.
5. To produce up to date literature, information and reports, to be communicated to Guild departments and Student Groups, as required for the effective running of the department.

6. To provide financial guidance to student groups in the preparation and management of their budgets, including monitoring accounts and fundraising providing budgetary support where needed.
7. To operate evaluation and monitoring systems of all aspects of the student group's frontline services ensuring feedback is given in line with the Guild's feedback procedure.
8. To support the Senior Groups Coordinator and the Student Groups Manager in facilitating the process for Guild student group grants, alongside relevant officers and committee members.
9. To support the Senior Groups Coordinator and the Student Groups Manager in enabling student groups to identify their training needs and to assist in the design and delivery of training.
10. To effectively maintain and develop the relevant areas of the Guild of Students' website.
11. To develop and maintain effective relationships with relevant local and university stakeholders.
12. To work closely with the wider Guild team to support and enhance student groups, and engage members in the functions of the Guild of Students.
13. To identify improvements and recommend these to the Student Groups 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 Groups 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.

October 2020

Person Specification:

EDUCATION, QUALIFICATIONS AND TRAINING	Essential	Desirable
Good general education to A level standard, typically including Maths and English at least to GSCE C, or equivalent	✓	
EXPERIENCE		
Twelve months relevant experience in an administrative role with responsibility for managing and developing administrative systems	✓	
Experience of dealing with customers face-to-face, over the telephone and via e-mail	✓	
Experience of marketing and/or organising events	✓	
Experience of developing relationships with students and stakeholders to deliver objectives	✓	
Experience of working on projects within a given timeframe	✓	
SKILLS AND KNOWLEDGE		
Knowledge of student activities and related issues in Higher Education	✓	
Ability to communicate effectively with students one-to-one and in groups	✓	
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 work effectively within a democratic structure		✓
Ability to take a constructive and co-operative approach to solving problems	✓	
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	✓	