

<b>Job Title:</b>	<b>Student Voice &amp; Representation Manager</b>
<b>Responsible to:</b>	<b>Director of Support &amp; Representation</b>
<b>Line manages:</b>	<b>Student Voice Department through the Senior Advice Coordinator and Senior Representation Coordinator</b>
<b>Grade:</b>	<b>Guild Grade 8</b>

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## Organisation:

The Student Voice Department manages the Guild's advice, advocacy and welfare, democracy and representation, policy and campaigns work within the Support and Representation Directorate. The Support and Representation Directorate is one of three at the Guild, reporting to the CEO alongside the Directorates of Operations and Engagement.

## Job Purpose:

The Student Voice and Representation Manager is a key role in leading, developing and supporting staff to deliver the Guild's strategic plan for students. Acting as a role model for the required standard of values, behaviour and performance, we expect managers to create an inclusive and engaging environment for all.

The Student Voice and Representation Manager is required:

- To lead and develop Student Voice to be a strong presence, supporting students to make positive change in issues that matter to them, as set out in the Guild's strategic plan
- To enable the Guild to operate as an effective democratic organisation including the administration of free and fair elections, the Guild's democratic decision-making framework the Student Representation Scheme
- To ensure the provision of an effective and responsive advice service supporting students in areas including academic legislation, housing, wellbeing and finance

This will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves extensive collaboration with internal and external stakeholders to ensure that staff and Officers are well-informed, prepared and supported to engage with students.

Success in the role will be built on good working relationships with stakeholders, acting as a strong, positive ambassador for the Guild and having a clear focus on taking action to ensure that under-represented groups can find a comfortable place here.

Generating a culture of ambitious targets and taking a strategic approach to the evaluation and development of the departments' work are key. People managers are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

### Key Role Responsibilities

1. To work with the Director of Support and Representation to ensure that the Guild operates an effective advice and welfare service for students, and that student voice is a strong presence on campus as set out in the Guild's strategic plan.
2. To manage, support and develop direct reports and, through the staff team, all staff and volunteers in the Student Voice department, ensuring effective recruitment, induction and development in line with the Guild's policies and behavioural competency framework.
3. To oversee the implementation of the delivery plans for the department through the staff team, and regularly review, evaluate and report on their overall effectiveness in supporting students and customers. This includes preparing reports and other relevant information for University/Guild committees, as requested.
4. To monitor the management accounts on a regular basis, and prepare, manage and report on the departmental budget as required in accordance with the Guild's financial procedures manual.
5. To ensure the effective management of the democratic structures and their relationship with the decision-making structures of the Trustee Board.
6. To ensure that democratic decisions made within the Guild structures are communicated in a clear and effective way to relevant staff across the Guild and that relevant documents and working practices are updated accordingly.
7. To manage the elections processes of the Guild and provide information, advice and guidance to those involved with elections, as required.
8. To ensure the effective delivery and development of the Student Representation Scheme and effective relationships with University colleagues.

9. To ensure the effective development and delivery of the Guild Advice service, facilitating excellent working practices and information sharing across the Guild as required.
10. To ensure that Student Voice team provide informed support to student representatives attending University committees by summarising meeting papers, researching topics and preparing comprehensive briefings. Facilitating constructive debriefing structures, and disseminating information across the organisation.
11. To ensure the effective implementation of the delivery plans for the Officer training induction programme and seek feedback to evaluate its overall effectiveness.
12. To ensure the staff team supports the Officer Team to be effective in their roles and through assisting in the development of action plans.
13. To keep up to date with legislation and developments in the field of student advice, democracy and HE policy to build significant departmental expertise and to provide information, insight and analysis to Officers, elected representatives and Guild colleagues, as necessary.
14. To set up and maintain appropriate systems so that the team can cover each other's work.
15. To ensure service quality standards are explicit, in line with best practice and monitored.
16. To develop and implement support for student-led campaigns, enabling students to make positive changes about things that matter to them.
17. To work closely with the wider Guild team to support and develop student representation and democracy to engage members in representation.
18. To communicate and collaborate with other Guild departments, role modelling, supporting and facilitating the wider team to focus on the issues that are relevant and important to students.
19. To actively look for ways to work smarter and identify service and process improvements, through research and evidence, and to recommend these to the Director of Support and Representation for consideration.

20. To develop and maintain effective relationships with University colleagues, internal and external stakeholders, including attending University meetings and other relevant external bodies as necessary.
21. To affiliate to relevant bodies and establish a network of partnerships and contacts at local, regional and national levels, as necessary to improve and develop the services and to facilitate learning and development activities where helpful for the Guild's work.

### General Duties

1. To undertake appropriate induction, 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 impact and any other specific Guild Policy which impacts upon your role or that of the team/department.
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. People managers should aim to act in line with level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and with level 1 of the 'Motivational Leadership' competency, 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 participate as an active and accountable member of the Guild's wider management team.
6. To support the wider work of the Department and Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances. This includes being available to assist with events and incidents that may occur out of normal working hours.
7. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

**PERSON SPECIFICATION: Student Voice & Representation Manager**

	Essential	Desirable
<b>EDUCATION, QUALIFICATIONS AND TRAINING</b>		
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
A Management/Leadership or related professional qualification		✓
<b>EXPERIENCE</b>		
Experience of successfully managing a staff team to achieve service and quality standards		✓
Experience of research, leading to policy development	✓	
Experience of developing and maintaining complex relationships with internal and external stakeholders	✓	
Experience of developing and managing budgets effectively		✓
Experience of working in a democratic environment with complex decision-making structures	✓	
Experience of strategically evaluating and developing services and systems		✓
Experience of managing and maintaining complex administration systems to support front-line service delivery	✓	
Experience of delivery of research based campaigns		✓
Experience of empowering others to create positive change	✓	
Experience of working effectively with others on cross-organisational projects and issues	✓	
<b>SKILLS AND KNOWLEDGE</b>		
A strong understanding of the current issues facing students in Higher Education	✓	
Knowledge of Higher Education policy	✓	
Knowledge of democratic structures and working within governance processes and documents	✓	
Knowledge of advice and welfare support service provision		✓
Highly developed interpersonal skills including the ability to develop strong working relationships with a wide range of stakeholder – students, senior management, funding organisations etc.	✓	
Ability to communicate effectively with students 1-2-1 and in groups	✓	
Ability to use standard office software including spreadsheets	✓	

Strong communicator - able to present complex information clearly and concisely in writing and verbally	✓	
Ability to take a collaborative approach to solving problems	✓	
The ability to understand and analyse a wide range of policy and to summarise the facts and issues for use by colleagues and students	✓	
Ability to maintain financial records and control budgets	✓	
Ability to recruit, motivate and develop others	✓	
Ability to balance the needs of individuals and team/organisation	✓	
Ability to encourage excellence and support a learning and development culture	✓	
<b>PERSONAL QUALITIES/BEHAVIOURS</b>		
Highly motivated by working in a student-led, democratic workplace	✓	
<b>Inclusivity:</b> Celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
<b>Student and Customer Focus:</b> Proactive in empowering students and improving services and opportunities	✓	
<b>Teamwork:</b> Open and approachable – proactively builds good relationships with people across the Guild	✓	
<b>Accountability:</b> Role models, supports and facilitates the team to work more efficiently and do things differently	✓	
<b>Accountability:</b> Attention to detail	✓	
<b>Results Focus:</b> Highly resilient – can maintain personal direction and motivation and support colleagues in difficult situations	✓	
<b>Results Focus:</b> Generates and supports an ambitious, high-quality, results-driven culture	✓	
<b>Motivational Leadership:</b> Actively supports people - creates a positive environment for the team and shows appropriate care, empathy and concern for others	✓	
<b>Communication:</b> Is able to present a case confidently and persuasively, and address sensitive issues appropriately	✓	