

JOB DESCRIPTION

Job Title:	Residents Association Scheme Coordinator
Responsible to:	Student Groups Manager
Responsible for:	Residents Association Scheme Assistant and Student staff
Summary of Post:	To develop and implement a variety of events and activities for students living in University of Birmingham residences, through the Residents Association Scheme. To support the students to deliver and promote a timetable of events to a consistently high standard.

DUTIES & RESPONSIBILITIES

1. To work with the Student Groups Manager to develop the Service Level Agreement between the Guild of Students and the University of Birmingham Hospitality and Accommodation Services with regards to Residents Association Scheme activities and events
2. To develop a cohesive community and sense of belonging within University of Birmingham student accommodation
3. To develop and maintain effective working relationships with key staff at the University of Birmingham, and other internal and external stakeholders
4. To attend University meetings as appropriate in relation to the work of the Residents Association Scheme
5. To work with the Student Groups Manager to support the preparation and management of the Residents Association Scheme budget in accordance with the Guild's Financial Procedures Manual
6. To provide accurate and timely information to enable the reporting of the financial and operational performance of the Residents Association Scheme
7. To implement and monitor relevant policies and procedures for the scheme and the student volunteers including service level agreements
8. To identify improvements from valid market research and other evidence sources and recommend these through the line management structure.
9. To support elected officers with sufficient information to enable them to actively engage with Residents Association Scheme activities

10. To develop core staff and student staff from the Residents Association Scheme to ensure the development and implementation of the annual plan of events and activities
11. To work evenings and weekends as appropriate to ensure effective engagement with Residents Association Scheme as determined by the Student Groups Manager
12. To identify improvements and recommend these to the Students Groups Manager for consideration.
13. To adhere to all relevant Guild policy with particular reference to staffing, health and safety, environmental, and any relevant Guild Policy where it may impact upon your role
14. To undertake appropriate training and personal development as required for the role
15. To participate as a member of Student Groups Department, Engagement Directorate and the wider Guild team
16. 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.
17. To support the work of the Student Groups Department, where necessary, in the event of sickness, holiday or other exceptional circumstances
18. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

October 2017

Person Specification: Residents Association Scheme Coordinator

You must be able to demonstrate in your application that you have;	Essential	Desirable
QUALIFICATIONS		
Good general education, typically to degree standard, including Maths and English at least to GSCE Grade C or equivalent.	✓	
Evidence of continued professional development in a relevant area.	✓	
KNOWLEDGE AND EXPERIENCE		
Demonstrable experience of planning, developing and delivering, events and activities with various stakeholders	✓	
Demonstrable experience of developing and maintaining relationships with internal and external stakeholders	✓	
Experience of developing and managing budgets	✓	
Experience of successfully managing a staff team	✓	
Experience of communicating effectively with students, members and stakeholders both in one-ones and in groups	✓	
An understanding of the current issues facing Higher Education students		✓
SKILLS AND ABILITIES		
Ability to effectively promote and deliver a service	✓	
Ability to present information clearly and concisely in writing or verbally, with excellent written and spoken English	✓	
Information gathering and/or research skills, for example acquiring knowledge	✓	
Ability to work using own initiative	✓	
Computer literacy - standard office software including spread sheets and keyboard skills	✓	
Ability to balance the needs of individuals and team/organisation and a wide range of stakeholders	✓	
Ability to contribute to organisation-wide initiatives	✓	
Ability to encourage excellence and a learning and development culture	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
PERSONAL QUALITIES		
Understanding of and a commitment to Equality of Opportunity	✓	
Team focused approach	✓	
Self-motivated	✓	
Flexible	✓	
Committed to continuously improving service delivery	✓	
Customer focus	✓	
Results focused	✓	
Persistent & able to persuade others to meet your deadlines	✓	
Attention to detail	✓	