

UNIVERSITY OF BIRMINGHAM GUILD OF STUDENTS

JOB DESCRIPTION

Job Title:	SENIOR REPRESENTATION COORDINATOR
Reporting to:	Student Voice & Representation Manager
Responsible for:	Representation Coordinators & Democracy Coordinator, Volunteers and Student Staff.
Grade:	Guild grade 6

Organisation:

This role is part of the Student Voice Department that manages the Guild's advice, advocacy and welfare, representation, policy and campaigns work within the Support and Representation Directorate.

Job Purpose:

The Senior Representation Coordinator role is to supervise, develop and support staff to deliver the Student Voice and Representation departmental plan. Acting as a role model for the required standard of values, behaviour and performance, we expect Senior Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To supervise the Guild's activity supporting students to participate in the Student Representation System, to maximize the student voice at the University of Birmingham and to build strong partnerships with relevant Guild and University
- To ensure the effective administration, training and support of the Guild's democratic decision making structures and to support active engagement from students across Birmingham's diverse student population

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 the evaluation and promoting a positive team spirit are also key. Senior Coordinators 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 Student Voice Manager to ensure the successful development and maintenance of the Student Representation System, ensuring that academic representation activities are undertaken to the highest standards and high quality training, development and activities are provided to all Student Reps

2. To work with the Student Voice & Representation Manager to deliver and develop the Guild's democratic decision making structures, maximizing student engagement at all levels with a focus on accessibility, inclusion and transparency
3. To supervise, support and develop relevant staff and volunteers within Student Voice, ensuring effective recruitment, induction and development in line with the Guild's policies and competency framework
4. To assist the Student Voice & Representation Manager with preparing the budget for Student Voice activity and to be responsible for reporting on it, maintaining accurate records of activity and expenditure in accordance with the Financial Procedures Manual
5. To ensure the implementation of department plans as agreed with the Student Voice & Representation Manager, and to regularly review, evaluate and report on their overall effectiveness in supporting students and other stakeholders
6. To develop and maintain effective working relationships with key staff at the University of Birmingham, particularly at School and College level, including attending meetings and committees and developing specialist knowledge as appropriate in relation to the work of the Student Representation System
7. To support the Student Voice & Representation Manager in the development of staff, Officers and Student Representative volunteers to be experts in the field of academic representation & democracy, with specialist knowledge of the University, national and local level developments
8. To ensure the team provides excellent customer service to student representatives, external organisations and other stakeholders, ensuring reports, reviews and evaluations take place and feedback is sought to improve and develop the service.
9. To summarise meeting papers, research topics, compile statistics, highlight trends and issues, and prepare briefings to support University and Guild committees, as necessary.
10. To work with the Student Voice & Representation Manager to develop relevant initiatives and activities to support the delivery of the annual Student Voice Report recommendations and student survey action plans
11. To work with the Student Voice & Representation Manager, staff and Officers to deliver Guild Elections
12. To support the team and work with the Student Voice and Representative Manager in effectively facilitating the Guild's democratic decision making processes, including supporting relevant committees and meetings, alongside relevant Officers and committee members and ensuring that deadlines and targets are met
13. To actively look for ways to work smarter and to identify improvements, such as efficiencies or service enhancements through research and other evidence sources, and to recommend these to the Student Voice & Representation Manager for consideration.

14. To develop and maintain effective working relationships key internal and external stakeholders.
15. To affiliate to relevant bodies and establish a network of contacts and related service providers at local, regional and national levels, as necessary.

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. As People managers, Senior Coordinators should be developing within level 2 (manager) of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and within 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 support the Student Voice & Representation Manager and the wider work of the department, 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.

November 2020

PERSON SPECIFICATION

	Essential	Desirable
EDUCATION, QUALIFICATIONS AND TRAINING		
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
Recognised management training or qualification		✓
EXPERIENCE		
Experience of developing and evaluating services or activities and demonstrating impact to numerous stakeholders	✓	
Experience of designing and delivering training	✓	
Experience of project management or impact tracking	✓	
Experience of working with and monitoring a budget	✓	
Experience of managing or supervising staff and volunteers		✓
SKILLS AND KNOWLEDGE		
Demonstrable working knowledge of higher education, student engagement and the issues affecting students today	✓	
Strong interpersonal skills	✓	
Ability to use standard office software including spreadsheets	✓	
Ability to effectively promote, deliver and evaluate a service	✓	
Ability to work using own initiative	✓	
Ability to present complex information clearly and concisely in writing or verbally, with excellent standards of written and spoken English	✓	
Ability to balance the needs of individuals and team/organisation and a wide range of stakeholders	✓	
Ability to encourage excellence and a learning and development culture	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
Ability to work effectively within a democratic structure	✓	
Ability to interpret policies and procedures	✓	
Knowledge and understanding of key policy areas relating to student experience and engagement		✓
PERSONAL QUALITIES/BEHAVIOURS		
Motivated by working in a student-led, democratic workplace	✓	

Inclusivity - celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
Student & Customer Focus: Highly responsive to students' issues and concerns, and driven to improve service delivery	✓	
Teamwork: Open and approachable - able to engage students and colleagues at all levels	✓	
Results Focus: Flexible approach - able to modify plans to achieve the best outcome	✓	
Results Focus: Resilient – can maintain direction and support colleagues in difficult situations	✓	
Motivational Leadership: Inspires, coaches and supports people to achieve their best	✓	
Accountability: Attention to detail, follows-up on actions and opportunities to improve	✓	
Communication: Able to present a case confidently and persuasively	✓	