

**Post Title:** Senior Hall Reps Coordinator

**Responsible to:** Student Community Welfare Manager

**Responsible for:** Hall Reps Coordinator, Volunteers and Student Staff

**Grade:** Guild Grade 6

---

## Organisation:

This role is part of the Student Community Welfare department working collectively with colleagues delivering the Guild's support activity for students living in University and nominated accommodation. The department sits within the Community & Representation Directorate.

## Job Purpose:

The Senior Hall Reps Coordinator role is to supervise, develop and support staff to deliver the Student Community Welfare 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 Hall Reps scheme activity to plan events and activities throughout the year within their agreed budget; to maximise students enjoyment, potential and sense of community.
- To ensure the effective administration, promotion, delivery and evaluation of the Hall Reps scheme events and activities and support the Hall Reps to plan for the year 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 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 Community & Welfare Manager to develop the partnership agreement between the Guild of Students and the University of Birmingham with regards to Hall Reps Scheme activities and events.
2. To develop a cohesive community and sense of belonging within University of Birmingham student accommodation.
3. To supervise, support and develop relevant staff within Hall Reps, ensuring effective recruitment, induction and development in line with the Guild's policies and competency framework.
4. To develop and maintain effective working relationships with key staff at the University of Birmingham, and other internal and external stakeholders.
5. To attend University meetings as appropriate in relation to the work of the Hall Reps Scheme.
6. To work evenings and weekends as appropriate to ensure effective engagement with Hall Reps Scheme as determined by the Student Community Welfare Manager.
7. To assist the Student Community Welfare Manager with preparing the budget for Hall Reps activity and to be responsible for reporting on it, maintaining accurate records of activity and expenditure in accordance with the Financial Procedures Manual .
8. To implement and monitor relevant policies and procedures for the scheme and the student volunteers including service level agreements.

9. To support elected officers with sufficient information to enable them to actively engage with Hall Reps activities.
10. 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 Community Welfare Manager for consideration.
11. To develop and maintain effective working relationships key internal and external stakeholders.
12. 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 Community Welfare 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.

## Person Specification: Senior Hall Reps Coordinator

You must be able to demonstrate in your application that you have;

	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent	✓	
Recognised management training or qualification		✓
<b>EXPERIENCE</b>		
Demonstrable experience of planning, developing and delivering, events and activities with various stakeholders	✓	
Experience of working with and monitoring a budget	✓	
Experience of successfully managing a team to achieve service or deliver objectives.		✓
Experience of working within policies and procedures	✓	
Experience of developing and maintaining relationships with internal and external stakeholders		
Experience of managing or supervising staff and volunteers		✓
Experience of working effectively with others on cross-organisational projects and issues	✓	
Experience of empowering others to create positive change	✓	

SKILLS AND KNOWLEDGE		
Ability to drive and visit off site locations.	✓	
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	✓	
Ability to encourage excellence and a learning and support development culture	✓	
Ability to take a collaborative approach to solving problems	✓	
Ability to work effectively within a democratic structure	✓	
Ability to interpret policies and procedures	✓	
Knowledge and understanding of the current issues facing students in Higher Education		✓
Ability to communicate effectively with students 1-2-1 and in groups	✓	
PERSONAL QUALITIES		
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 &amp; Customer Focus:</b> Highly responsive to students' issues and concerns, and driven to improve service delivery	✓	
<b>Teamwork:</b> Open and approachable - able to engage students and colleagues at all levels	✓	
<b>Results Focus:</b> Flexible approach - able to modify plans to achieve the best outcome	✓	
<b>Results Focus: Resilient</b> – can maintain direction and support colleagues in difficult situations	✓	
<b>Motivational Leadership:</b> Inspires, coaches and supports people to achieve their best	✓	
<b>Accountability:</b> Attention to detail, follows-up on actions and opportunities to improve	✓	
<b>Communication:</b> Able to present a case confidently and persuasively	✓	

