

Post Title:	Student Voice Coordinator (Postgraduate and International)
Reporting to:	Senior Voice Coordinator
Responsible for:	Student Volunteers & small student staff team (where appropriate)
Grade:	Guild Grade B

Organisation:

This role is part of the Student Voice and Representation department working collectively with colleagues delivering the Guild's advice, advocacy and welfare, democracy and representation, policy and campaigns work within the Community and Representation Directorate.

Job Purpose:

The Student Voice Coordinator (Postgraduate and International) is to support delivery of the Student Voice & Representation departmental plan. We expect Coordinators to help to create an inclusive and engaging environment for all.

The role is required:

- To support and proactively engage with our International and Postgraduate (PG) student communities
- To deliver activities and events to promote and support the International and PG experience that build engagement across both the Guild and the University of Birmingham, as well as providing remote support to students on the UoB Dubai Campus.
- To work as part of a team and with university colleagues, to understand the barriers to participation for International and PG Students to improve engagement with them.

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 Voice Coordinator and Student Voice & Representation Manager to ensure the International and Postgraduate student experience is considered and supported across the University of Birmingham.
2. To support and empower Guild International and Postgraduate Officers, working with them to support evidence led delivery of objectives and priorities to create positive change for Birmingham students, particularly international and postgraduate students.
3. To support Guild International and Postgraduate Officers to play a meaningful role in University meetings, by providing effective briefings to understand how wider policy and practice impacts the students they represent, whilst developing operational relationships with relevant University colleagues.
4. To build effective professional relationships with International and Postgraduate students, and offer a varied programme of events and activity to facilitate their involvement and engagement within the Guild.
5. To work with the Student Voice & Representation Manager and relevant staff to develop, coordinate and deliver training and ongoing development support to Guild International and Post Graduate students as well as relevant student groups, societies and associations as required.
6. To work closely with the wider Guild Team to support and enhance the international and PG experience through events and activities provided by the Guild of Students, building a varied programme that increases engagement.
7. To be responsible for the administration of Guild committees when required, including preparation of agendas, attendance at meetings, drafting of minutes and actions arising, and support of volunteer committee members.

8. To assist with Guild of Students elections as required.
9. To keep up to date with local, national and international developments in Higher Education to monitor and develop expertise in these areas and how they may affect International and Post Graduate students, working closely with the Policy & Campaigns Coordinator.
10. To work closely with the Policy & Campaigns Coordinator to help create and maintain accessible information systems on Higher Education issues, committees and legislation in particular relation to international and PG students, which will act as a central source of information for the Guild team, elected student officers, student representatives and student groups.
11. To help formulate and conduct research briefs on student issues to inform representatives on student issues and opinion, develop new areas for such work, inform the Guild's Strategic Plan and priorities for the organisation.
12. To maintain and develop constructive debriefing structures with officers and staff after committees and meetings and ensure knowledge is effectively maintained and communicated within the organisation, and to create effective action plans so as to proactively respond to issues on behalf of students.
13. To work with the Senior Voice Coordinator, the Student Voice & Representation Manager and Officer Team in support of campaigns related to students at the University of Birmingham through such means as research, tool kits and coordination of activities.
14. To develop and maintain effective relationships with relevant local and national educational, campaigning and representational organisations.
15. To identify improvements and recommend these to the Senior Voice Coordinator and Student Voice & Representation 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 B 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 Voice 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.

Person Specification: Student Voice Coordinator (Postgraduate and International)

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

	Essential	Desirable
QUALIFICATIONS		
Good general education, including Maths and English at least to GCSE C or equivalent	✓	
KNOWLEDGE AND EXPERIENCE		
Experience of working effectively as part of a team and using your own initiative	✓	
Knowledge of the barriers and support needs of international and postgraduate taught students	✓	
Knowledge of higher education and the issues effecting students today	✓	
Experience of coordinating events and activities	✓	
Experience of supervising others and their work		✓
Experience of devising, delivering and evaluation of training using contemporary training and development practices		✓
Experience of working with volunteers		✓
SKILLS AND ABILITIES		
Computer literacy (standard office software including spreadsheets) and keyboard skills	✓	
Ability to present information clearly and concisely in writing or verbally	✓	
Ability to establish strong working relationships with a wide range of individuals both within the Guild of Students, the University and external organisations	✓	
Ability to communicate calmly and effectively to others	✓	
Ability to create and maintain effective administrative systems	✓	
Ability to take a constructive and co-operative approach to solving problems.	✓	
Ability to recruit, support, motivate and empower others		✓
PERSONAL QUALITIES / BEHAVIOURS		
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	✓	

March 2024