

Post Title: Student Voice Administration Coordinator

Responsible to: Student Voice and Representation Manager

Grade: Guild Grade 4

Organisation:

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

Job Purpose:

The Student Voice Coordinator role 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 work as part of a team responsible for the delivery of the Student Representation and Democratic Systems, ensuring that representation services are successful, engaging and viable services for students at the University of Birmingham.
- To support the Student Voice team to deliver activities to promote and support the student voice at the University of Birmingham.

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.

Duties and Responsibilities

Key Role Responsibilities:

1. To work with the Student Voice and Representation Manager and Senior Coordinators to ensure the day to day operations of our representation and democratic systems are in place across the University of Birmingham.
2. To support the administration of the Student Representation and Democratic Systems, including maintaining of relevant databases, contact lists, policy documentation and email Inboxes.
3. To provide admin support to Guild committees when required, including preparation of agendas, attendance at meetings, drafting of minutes and actions arising, and support of volunteer committee members.
4. 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.
5. To support Voice Team colleagues on various project work and administrative duties as required.
6. To support the collation of feedback on activities and events undertaken by the Student Voice Team.
7. To ensure Student Voice online content and information is accurate and maintained across the Academic Year and that it is accessible in format.
8. Where requested, support the allocation of student staff provision within the Voice Team, managing student shifts as needed.
9. To provide strong customer support and excellent communications skills with students and staff.
10. To develop and maintain effective relationships with relevant local and university stakeholders.

11. To identify improvements and recommend these to the Student Voice and Representation Manager for consideration.

General Duties:

1. To undertake appropriate training and personal development as required for the role.
2. To adhere to all relevant Guild Policy with particular reference to HR, staffing, health & safety, data protection, environmental, and any relevant Guild Policy where it may impact upon your role.
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 4 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

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

	Essential	Desirable
QUALIFICATIONS		
Good general education to A level standard, typically including Maths and English at least to GSCE C, or equivalent	✓	
EXPERIENCE		
Experience in an administrative role with responsibility for managing and developing administrative systems	✓	
Experience of working effectively as part of a team and using your own initiative	✓	
Experience of dealing with customers face-to-face, over the telephone and via e-mail	✓	
Experience of minute taking for committees and groups	✓	
Experience of working on projects within a given timeframe	✓	
Experience of developing relationships with students and stakeholders to deliver positive outcomes		✓
Experience of organising events for small and large groups		✓
Experience of working with volunteers		✓
SKILLS AND KNOWLEDGE		
Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	✓	
Knowledge of student activities and related issues in Higher Education	✓	
Ability to communicate effectively with students one-to-one and in groups	✓	
Ability to balance the needs of individuals and team/organisation	✓	
Ability to contribute to organisation-wide initiatives	✓	
Ability to work effectively within a democratic structure		✓
Ability to take a constructive and co-operative approach to solving problems	✓	

PERSONAL QUALITIES		
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	✓	