

Post Title: Student Voice Coordinator (Student Leadership)

Reporting to: Student Voice & Representation Manager via the Senior Voice Coordinator

Responsible for: A small student staff team and student volunteers (where appropriate)

Grade: Guild Grade B

Organisation:

This role is part of the Student Voice & Representation 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 & Representation Directorate.

Job Purpose:

The Student Voice Coordinator (Student Leadership) 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 support the Guild to become an expert in the student experience at Birmingham and to develop high impact campaigns that make changes for students on the issues that matter the most.
- To support the development and training of student leaders, who are engaged with democracy, campaigns, and other change making activity, at Birmingham and equip them with skills, tools, and knowledge to deliver their change.
- To provide elected Officers and student leaders with appropriate support in their roles to represent students at 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.

Key Role Responsibilities:

1. To work with the Senior Voice Coordinator and Student Voice & Representation Manager to organise and administer Guild Elections, providing administrative support and developing relevant regulations and processes.
2. To coordinate and deliver a comprehensive programme of candidate training, development, and support for Guild Elections.
3. To work with the Senior Voice Coordinator to identify improvements within the Guild's Democratic System processes and engagement and recommend these to the Senior Voice Coordinator and Student Voice and Representation Manager for consideration.
4. To co-ordinate the training and support of student leaders within democratic structures and students who engage with them to ensure that they are provided with the knowledge, skills, and resources needed to engage with the democratic systems.
5. To proactively investigate issues on behalf of students and Officers, formulate research plans and deliver clear and concise briefings on student issues, in order to support the campaigning and representative work of the Guild and its elected Officers.
6. To support the Senior Voice Coordinator to develop systems and processes to monitor and process democratic policy and idea implementation.
7. To keep up to date with local, national and international developments Higher Education policy and to proactively provide advice to Guild Officers and staff on issues being considered by the University and other stakeholders.
8. To work with the Senior Voice Coordinator and Student Voice and Representation Manager to support Full-Time Officers in the planning and delivery of manifesto campaigns and representative work.

9. To work with the Senior Voice Coordinator to support Part-Time Officers in the planning, delivery, and evaluation of manifesto campaigns, policy development, and representative work.
10. To work with the Student Voice & Representation Manager and Senior Voice Coordinator, staff and elected Officers to plan, deliver, monitor and evaluate the Guild's campaigning priorities and create positive change for Birmingham students.
11. To work with the Senior Voice Coordinator and Student Voice & Representation Manager and relevant staff to develop and deliver training and ongoing leadership development support to Guild Officers.
12. To coordinate and deliver training and development of student leaders and campaigners and ensure that they are provided with necessary guidance and resources to delivery impactful campaigns.
13. To ensure that evaluation and continuous improvement are a core value in the Guild's, research and campaigns work, developing systems that demonstrate our impact in making positive changes to the lives of Birmingham students.
14. To support relevant Officers and staff in the coordination and delivery of History Month campaigns and activity.
15. To develop effective relationships with relevant university, local and national educational, campaigning and representational organisations and stakeholders.
16. 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 & Representation 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 (Student Leadership)

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

	Essential	Desirable
EDUCATION, QUALIFICATIONS AND TRAINING		
Good general education to A level standard, typically including Maths and English at least to GSCE C, or equivalent	✓	
EXPERIENCE		
Experience of working within a, campaigning, volunteer management or representation-related role	✓	
Experience of using evidence or research to drive change or develop campaigns	✓	

Experience of working effectively as part of a team and using your own initiative	✓	
Working with and/or supporting volunteers or elected officers in their role		✓
Experience of developing or delivering training & development materials or workshops	✓	
SKILLS AND KNOWLEDGE		
Knowledge of further and higher education and the issues affecting students today	✓	
Ability to recruit, support motivate and empower others		✓
Ability to undertake primary and secondary research	✓	
Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	✓	
Ability to establish strong working relationships with a wide range of people and stakeholders, both internally and externally	✓	
Ability to evaluate or measure impact of a service, activity or campaign	✓	
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	✓	
Information gathering skills, for example acquiring knowledge of relevant legislation, volunteering issues and community need	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
Ability to work effectively within a democratic structure		✓
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	✓	

April 2024