

**Post Title:** Student Voice Coordinator (Democratic Engagement)

**Responsible 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

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### 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 (Democratic Engagement) 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 in a team responsible for the delivery of the Guild's democratic processes, ensuring they are successful, engaging and accessible for students.
- To support and develop engagement and outreach activity for students with the Guild's democratic processes and other student voice related activity.
- To provide support to elected volunteers and Guild officers ensuring that Guild members are represented professionally and successfully.

Success in the role will require a high 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 the Student Voice & Representation Manager to ensure excellent democratic systems are in place at the Guild of Students.
2. To work with the Senior Voice Coordinator and Student Voice & Representation Manager to organise and deliver Guild Elections, providing administrative support, and developing expertise in relevant regulations.
3. To coordinate the programme of outreach and engagement activity for applicants during Guild Elections.
4. To coordinate outreach and engagement activity with voters during Guild Elections to increase voter turnout and engagement with Guild Elections.
5. 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.
6. To administer and coordinate the Guild's democratic systems, supporting student engagement, planning key democratic dates and assisting with evaluation of the systems.
7. To support the development of democratic policy and keeping up to date with developments in democracy and national policy to inform this.
8. To assist with creating and maintaining accessible information systems on Guild policies, committees and legislation, which will act as a central source of information for the Guild team, elected student officers and student groups.
9. 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 including creation of action plans from University and local community meetings.

10. To work with the Senior Voice Coordinator to support and provide guidance to Part-Time Officers in the planning, delivery, and evaluation of manifesto campaigns, policy development, and representative work.
11. To assist with the formulation and development of research briefs to inform consultation responses on student issues.
12. To maintain and develop constructive debriefing structures with officers and staff after meetings and ensure knowledge is effectively maintained and communicated within the organisation.
13. To develop effective relationships with relevant university, local and national educational, campaigning and representational organisations and stakeholders.
14. 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 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 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 and 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 (Democratic Engagement)

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

	Essential	Desirable
<b>QUALIFICATIONS</b>		
Good general education to A level standard, typically including Maths and English at least to GSCE C, or equivalent	✓	
<b>EXPERIENCE</b>		
Experience of working effectively as part of a team and using your own initiative	✓	
Experience of working within a democratic or membership organisation		✓
Experience of coordinating outreach and engagement activity with students or other communities	✓	
Experience of working with and/or supporting volunteers or elected officers in their role		✓
<b>SKILLS AND KNOWLEDGE</b>		
Knowledge of further and higher education and the issues affecting students today	✓	
Ability to effectively evaluate and promote a service	✓	
Good IT skills including proficiency in Microsoft Office including word processing and spread sheets	✓	
Ability to present information clearly and concisely in writing or verbally	✓	
Ability to establish strong working relationships with a wide range of individuals and stakeholders both within the Guild of Students, the University and external organisations	✓	
Ability to contribute to organisation-wide initiatives	✓	

Ability to balance the needs of individuals and team/organisation	✓	
Ability to create & maintain effective administrative systems	✓	
Ability to communicate effectively with students one-to-one and in groups	✓	
Ability to take a constructive and co-operative approach to solving problems	✓	
Ability to recruit, support motivate and empower others		✓
Ability to work effectively within a democratic structure		✓
<b>PERSONAL QUALITIES</b>		
Motivated by working in a student-led, democratic workplace	✓	
<b>Student &amp; Customer focus:</b> Keeps student leadership and the needs of students and customers at the heart of activities	✓	
<b>Accountability:</b> Takes personal responsibility for the important role they play in the Guild's work and in wider society	✓	
<b>Results Focus:</b> Strives for the best results – gets things done on time and to a high standard	✓	
<b>Inclusivity:</b> Values diversity - works to create an inclusive and engaging environment across all our activities and services	✓	
<b>Communication:</b> Communicates clearly and appropriately to people across our students' union and outside	✓	
<b>Teamwork:</b> Builds good relationships and works effectively with a range of people to deliver our shared goals	✓	