

Head of Membership Engagement

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| Starting salary: | From £34,987 per annum (subject to Tax and NI contributions) |
| Holiday entitlement: | 28 days holiday entitlement, additional bank holidays and concessionary days as determined by the Union. |
| Contract: | Permanent |
| Work pattern: | 37 hr working week; 4 days of which are to be worked from the office. We welcome applications for part time or flexible working. |
| Location: | Kedleston Road, Derby |
| Responsible to: | Chief Executive Officer |
| Responsible for: | Student Activities Manager Student Voice & Insight Manager Advice Service Manager FE Student Engagement Coordinator |

The Union of Students at the University of Derby is looking for an enthusiastic and passionate leader to join our Senior Management Team and effectively contribute to both our students' services and the development of our future student leaders; we are dedicated to providing transformational opportunities to students at the University of Derby to help them make the most of their university experience and to prepare them for success following their degree.

It is an exciting time as we recently welcomed a new CEO and will be launching our new strategic plan in the coming academic year.

We are ambitious and require an experienced manager to support our growing Student Voice, Activities and Support departments to achieve their aims and deliver fantastic outcomes for our students.

If you are a natural leader who is committed to living and breathing our values and can support the Union to transform the student experience at Derby, we would welcome your application.

To download the recruitment pack please refer to our website - <http://www.derbyunion.co.uk/jobs>

Key dates:

Application closes: 5th August 2024

Interviews w/c: 12th August 2024

Start date: As soon as possible.

We will advise all applicants whether or not they have been selected for an interview, those selected for interview will be informed no later than Friday 9th August 2024

If you would like an informal chat about the role please contact Emma Taylor-Large, CEO on 01332 591507

The Union encourages enquiries from everyone and value diversity for our employees. We are willing to consider flexible arrangements and champion equal opportunities, equality and dignity in the workplace.

Purpose of role

To provide strategic leadership, direction and drive in relation to the Union of Students' services, representation and opportunities for members. This role is critical in ensuring the Union is relevant to, and at the heart of, the lives of students. The post holder will support and coach line managers and student leaders to achieve excellence, fostering a culture where staff and students can create positive change.

The post holder will lead on improvements to the development of membership services and take responsibility for identifying and developing our future student leaders, through the strategic development of high quality, transformational opportunities.

Strategic management

- Embed a culture of student involvement, whereby students actively engage in a positive way to create change that benefits current and/or future students.
- In conjunction with the Senior Management Team, develop and deliver the Union's Strategic Plan, promoting our aims and values through the goals of the operational and departmental plans.
- Work with the Senior Management Team to devise and implement a programme of research into members' needs in order to shape our plans and activities.
- Develop effective management, monitoring and performance management processes to support line managers and student leaders.
- Assist in the preparation of all Membership budgets and supervise the management control of expenditure.
- In conjunction with Membership Managers and aligned to the strategic vision, identify new ways of developing student involvement and participation in transformational opportunities that support their career ambitions.
- Lead the Union's sustainability agenda and associated accreditation schemes in partnership with the University including but not limited to co-chairing Responsible Futures Steering Groups and embedding Education for Sustainable Development
- Utilise data to ensure thorough review and evaluation of activity, including seeking feedback from key partners to improve services and activity.
- Provide support to the Chief Executive on the update and implementation of the constitution, policies and protocols of the Union.
- Assist in the preparation of Block Grant application, as requested by the Chief Executive

People management

- Drive a high-performing, inclusive culture across the Union; support the implementation of the People Strategy which is values led and enables our staff and volunteers to achieve our strategic ambitions.
- Coach and support Union managers to increase their confidence and capability within their roles.
- Line manages those as detailed above to achieve departmental and organisational strategy and ensure that key objectives are set, agreed and monitored, through the appraisal processes.
- Ensure all our volunteer management practices are effective and compliant with legislation and best practice.
- Provide support to the HR and Admin Manager in assessing staff training needs and contribute towards the Union wide learning and development plan, ensuring training records are maintained and in accordance with budgets.

Leadership

- Set the tone in terms of effective leadership and ensure excellent delivery standards within the team.
- Effectively manage the resources of the Union including managing the activities of the department within agreed budgetary parameters.
- Develop and maintain good working relationships with the University and external stakeholders.
- Adhere to the financial regulations and all other relevant policies and procedures of the Union.
- Maintain regular contact with NUS and other Students' Unions for the purposes of networking, research and sharing best practice.
- Support the development and management of staff Champion Groups around core Union values, including but not limited to Equality, Diversity and Inclusion, Sustainable Development and Mental Health
- Produce and deliver reports and represent the Union at key meetings, both at the Union and the University, including but not limited to the Trustee Board and appropriate sub-committees, Student Affairs Committee and Academic Board

Delivery

- Act as a mentor and coach for Officer Trustees supporting them to develop clear objectives and plans and to realise their ambitions throughout their term of office.
- Organise the Officer Trustee induction and training and provide ongoing career development support.
- Project manage our elections and democratic processes ensuring high levels of engagement and voting; undertake the duties of the Deputy Returning Officer and support the Student Voice and Development department to increase participation and engagement.
- Ensure effective monitoring and plans are in place so that our opportunities and democratic processes are diverse, representative and enable students from under-represented groups to have a voice – including effectively engaging students at other campuses.
- Alongside the Head of Operations, lead the Union's complaint processes.
- Identify and pursue opportunities for external funding (i.e. grants) as appropriate.
- Promote awareness of equal opportunities and eliminate any discriminatory practices.
- Ensure continuous improvement within both the Union and the department, including considering undertaking accreditation schemes and reflecting on the National Student Survey data.

General

The principal role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate. All Union employees are expected to work within the ethos of the Union and strive to achieve the following:

- Be enthusiastic advocates for student leadership and the organisation's values.
- Promote a positive and professional image of the Union to its members, customers, stakeholders and other external people.
- Actively engage in student-facing projects and activities of all kinds as required.
- Work at all times within relevant legislation as well as structures, policies and procedures
- Work co-operatively with other Union staff and Officer Trustees, as well as relevant external organisations.
- Adhere to the highest standards, especially of customer service and safety.
- Be administratively self-supporting.
- Undertake necessary training and to attend all meetings as requested.
- Positively contribute to the organisations ethical and environmental ethos
- Undertake any other additional reasonable duties as deemed appropriate.

Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Freshers, Elections and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness, and professionalism.

This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.