

**UNIVERSITY OF EAST LONDON STUDENTS' UNION**

**Job Description**

**1. Head of Membership and Deputy Chief Executive**

<b>Job Title:</b>	<b>Head of Membership and Deputy Chief Executive</b>	<b>Reports to:</b>	Chief Executive Officer
<b>Band:</b>	F	<b>Band Range:</b>	£37,120 to £39,663
<b>Department:</b>	<b>University of East London Students' Union Membership Services</b>	<b>Effective Date:</b>	<b>1<sup>st</sup> of August 2017</b>
<b>Direct Reports:</b>	<b>Community and Student Events Coordinator</b> <b>Societies Coordinator</b> <b>Democracy Coordinator</b> <b>Academic Enhancement Manager</b>		

**1. JOB PURPOSE**

In line with our strategy, the focal point of this role will be to direct, develop and coordinate the Union's Membership functions with the intention of increasing participation of our members in our activities and identifying new models and activities for members to engage in. In addition to this the post holder would need to grow the department. One of the areas we have identified for growth is the potential to obtain additional funding from a wide range of sources, inside the University and through the potential to establish and utilise corporate connections to create additional staffing targeted to deliver objectives related to our strategic plan.

**2. PRINCIPAL ACCOUNTABILITIES**

1. Manage and oversee the creation of a Membership services departmental plan as in line the Students' Union Strategy.
2. Manage and support direct reports in delivery of objective through line mismanagement, appraisals and personal developmental plans.
3. Oversee the implementation and development of the Union's governance
4. Responsible for the creation of elected officers action plans in line with their manifestos as well as providing a steer as how to support elected officers in achieving their goals with resources available.
5. Responsible for day to day management of data, data systems and processes for membership

6. Responsible for developing relationships with relevant people within the University
7. Responsible for the delivery of reports and data in relation to Membership engagement
8. Responsible for creating engagement models to engage with all students
9. To be an expert in the trends and new developments within similar sectors and organisations, ensuring all activities are influenced by relevant best practice
10. To ensure that quality is at the forefront of all UELSU's services
11. Undertake performance reviews and identify individual training needs of direct reports, in line with Union policy.
12. To have overall responsibility for the security of all the Union's assets within Membership.
13. Manage the budget for Membership services, ensuring return on investment and value for money.
14. To generate income for the union via fund-raising activities and through Cooperate social responsibility arms of organisations

## **2. WORK CONTEXT**

1. Executive level responsibilities
2. Deputising for the CEO on membership related matters
3. Lead on demonstrating the values and staff behaviours of UELSU
4. To be an active member of the UELSU's senior management team; working closely to support UELSU's Elected Officers to develop strategies, policies and procedures for the Union
5. To effectively communicate with University personnel, NUS, wider sector bodies and other relevant third parties often at a strategic level.
6. To regularly make decisions that affect departments within constraints authorised by Chief Executive and the Board of Trustees.
7. To promote the UELSU equal opportunities policy and equality and diversity agenda.
8. To undertake other duties that may be assigned by the employer, as might reasonably be expected within the grade of the post.

### 3. PERSON SPECIFICATION

(Education, Training and Work Qualifications Method of Assessment)

(Evidence - A = Application, I = Interview, T = Test)

Criteria	Essential	Desirable	Evidence
<b>Education</b>			
Degree level or equivalent	x		A
ILM Level 5 and above in Leadership and management		x	A
<b>Knowledge</b>			
Understanding of membership led organisations.	x		A, I
Knowledge of current Charity law.	x		A, I
Knowledge of students' union membership services.		x	A
Understanding of democratic processes & maximising their effectiveness.		x	A
Knowledge of Law relevant to Students' Union, such as the 94 Education Act	x		A, I
<b>Experience</b>			
Experience of managing a team of career staff for a minimum of 3 years	x		A, I
Experience of writing funding bids	x		A, I, T
Experience of managing projects	x		A, I, T

and multiple budgets.			
Experience of volunteer management.	x		A, I
Experience of the not for profit sector	x		A, I
Successful track record of obtaining funding from external organisations		x	A
Experience of overseeing an organisation as part of a senior management team.	x		
<b>Other requirements</b>			
Full commitment to equal opportunities	x		A, I
Ability to relate to and work with a diverse range of people	x		A, I
Commitment to personal development as well as those of others.	x		A, I
Ability to work effectively as part of a team	x		A, I
Ability to get work completed under pressure and to strict deadline	x		A, I