

Job profile

Job title	Student voice manager
Reports to	Head of policy and advice
Responsible for	School representatives, student staff
Salary	£31,620

Job purpose

The postholder will be responsible for supporting the student representatives at school and course level and in community groups. They will undertake research in conjunction with colleagues to ensure actions and policy are informed by evidence, and support student officers, other student representatives and colleagues to develop policy positions on issues affecting members.

Duties

- Support school representatives to effect change at school level, including managing their work schedules
- Support course representatives to effect change at course level
- Support community groups to effect change across the University on relevant matters
- Organise training and provide ongoing support for the above groups, including summarising University committee papers and giving briefings where required
- Develop and maintain expertise in the higher education policy field and provide regular information, insight and analysis for staff and student representatives
- Undertake research to collate evidence which supports decision-making and addresses the current and future needs of our members
- Produce reports, presentations, consultations, responses, regulations and guidance to support the Union's work, including for internal and external consumption
- Support the operation of election processes where required
- Support new student-led campaigns
- Support the development of digital service delivery
- Manage the team's performance
- Manage the team's budget

Additional responsibilities of all staff

- Be a team player by working with colleagues and students across a range of projects
- Maintain high standard of professionalism, confidentiality and respect for student, colleagues and visitors
- Adhere to and apply the Union's values, policies and procedures
- Be responsible for observing and implementing good health and safety practices
- Travel to/between and work at all three UEL sites when required
- Attend committees, meetings, training, conferences and other events
- Attend occasional weekend and evening events, according to organisational needs
- Participate in major Union events and activities as and when required
- Undertake any other duties as reasonably requested by line manager

Person specification

All criteria listed are essential for this role except where stated desirable.

Education/qualifications

- Educated to degree level or equivalent OR significant relevant policy-making expertise
- Postgraduate qualification in a research- or policy-based discipline (desirable)
- Relevant continuing professional development (desirable)

Professional experience

- Working in a similar role with proven success
- Using evidence-informed approaches to support policy-making
- Analysing complex evidence from a range of sources and producing reports and recommendations which articulate clear positions and objectives
- Supporting the policy work of elected officials or volunteers (desirable)
- Developing and maintaining relationship with key stakeholders
- Managing teams of staff with proven success (desirable)
- Managing and working in a matrix management structure (desirable)

Knowledge, skills and abilities

- Excellent report-writing skills
- Analysis of complex information and distillation into usable format for a range of audiences
- Understanding of the UK Quality Code for Higher Education (desirable)
- Higher education and the challenges facing students and universities
- Trends in campaigning for and generating change (desirable)
- Excellent organisational skills including managing conflicting priorities and a diverse workload
- Able to take on responsibility for delivering tasks to ensure targets are met
- Able to communicate and work effectively in a team and using own initiative
- Excellent inter-personal skills including being able to clearly communicate with other staff members at all levels
- Excellent IT skills including Microsoft Office
- Innovative and creative approach to work

Personal attributes

- Willing and able to work in a fast-paced, challenging environment
- Willing and able to work in a student-led, democratic organisation
- Willing and able to work flexibly including occasional evenings and weekends
- Understand and appreciate culture and climate of modern students' unions
- Sensitive to the needs of a diverse community and cultural differences