

## Job profile

<b>Job title</b>	Head of opportunities
<b>Reports to</b>	Chief executive
<b>Responsible for</b>	Events manager, student groups manager
<b>Salary</b>	£45,900

### Job purpose

The postholder will be responsible for transforming the approach to student activities and events which will support the building of engaged communities on our campuses. This includes overseeing the work of student groups and activities, developing an events programme, and building new student media. The postholder will develop a new volunteering strategy and a recognition scheme for volunteers.

### Duties

- Develop and implement an opportunities strategy to increase engagement in student groups, activities and events
- Develop and implement a student media strategy
- Develop and implement a volunteering strategy
- Develop and implement a recognition scheme for volunteers – including course reps, student groups, event teams and others – which is aligned with the University's schemes
- Identify gaps in the University's student development offer and develop programmes to support student groups (societies, communities, etc.) to address these areas
- Embed an insight-led culture across the Union which supports decision-making by student officers, staff, students, student groups, the University and other partners
- Introduce new ways to evaluate the efficacy of activities and services
- Introduce new systems and software to enhance digital service delivery
- Manage the team's performance
- Manage the service's budget

### *Senior leadership team*

- Contribute to the development, implementation and review of the Union's strategic plans and leading on operational plans
- Contribute to the achievement of Union and team objectives as a leader, mentor or team member as required
- Empower and support student officers and other student leaders

### **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 significant equivalent experience in activities, events or volunteering
- Postgraduate qualification in the above (desirable)
- Relevant continuing professional development

### **Professional experience**

- Working in a similar role with proven success
- Developing and implementing volunteering strategies in membership, not-for-profit or other similar organisations (desirable)
- Planning, executing and reviewing activities and events
- Using data-driven/insight-led approaches to inform and support delivery of projects
- Risk management and health and safety (essential) in volunteering (desirable)
- Developing and maintaining relationship with key stakeholders
- Implementing new ways of working to enhance operational efficiency and customer experience (essential) including digital service delivery (desirable)
- Evaluation of efficacy of activities and services (desirable)
- Managing teams of staff with proven success
- Advising and supporting teams of elected officials or volunteers (desirable)
- Managing and working in a matrix management structure (desirable)

### **Knowledge, skills and abilities**

- Understanding of drivers for volunteering and participation
- Understanding of insight-led/data-driven approaches to work
- Understanding of business management, planning, execution and review
- Sound judgement and the ability to think strategically
- Developments in digital service delivery (desirable)
- Higher education and the challenges facing students and universities (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