

SOAS Students' Union – Student Engagement Coordinator Recruitment Pack



Post: Student Engagement Coordinator

Salary: Grade 5 (£25,138 - £28,759 + £4,218,29 London Allowance), new starters will enter at the bottom of the scale

Contract Type: Permanent

Reports to: Membership Services Manager

Hours: 35 hours per week, Monday to Friday between 10am-6pm

Place of Work: SOAS Students' Union, 10 Thornhaugh Street, London, WC1H 0XG.

About us

SOAS Students' Union is a charity run independently from the University. The students of SOAS are our members, this is who we ultimately work with and for. At SOAS Students' Union we have 4 full-time Co-Presidents, each of our Co-Presidents was voted in by the student body during a Union Election and represent students within the Union and the School. These officers support the strategic work of the Union, using student input to inform them and direct their efforts. They also represent the best interests of students, within the university itself, and on national issues.

The Trustee Board, which includes the Co-Presidents delegate the running of the Students' Union to the CEO and senior leadership team, who manage the full and part-time staff, their role is to ensure the Union is running effectively to role model its culture and deliver the organisational strategy.

In other words, it's a great place to work, with a vibrant community where people share the same values and care about each other. Students are at the heart of what we do and we are ambitious to be the best we can be and support others to do the same.

What we do

Advice and Support

In SOAS Students' Union we've got years of experience with supporting students through academic issues such as Mitigating Circumstances and Appeals, or personal issues such as Housing or Funding.

Advocacy and Representation

Union Officers sit on Boards and Committees across SOAS, and they use their presence in these spaces to raise issues and fight for changes that benefit students. We also work to make sure all students feel represented in and around SOAS. From campaigns to Liberation Month events, we want to make sure everyone is seen, heard, and feels valued during their time in university.

Events

We make memories. We host all kinds of events from late licences to panel discussions, Varsity to Freshers. We want students to enjoy their time at SOAS.

Sports and Societies

We have over 100 of student-run Sports Teams and Societies for people to join at SOAS Students' Union, and we work to make sure they are well supported, funded, and working to benefit everyone.

Commercial

We have a newly refurbished SU Bar and live music space. We pride ourselves in having a space that's just for SOAS students to meet with each other. We run a shop at the heart of campus for the convenience of our students and staff. As well as a range of food and drink items we also sell SOAS Merchandise at the outlet. Pop up coffee We are experimenting with pop up coffee pods, this is after listening to our

students and with the opening of the new SU Bar we are excited about other events and commercial activities we can explore.

About the Role

The Student Engagement Coordinator shall be responsible for providing administrative support to the engagement functions of the Union, this includes a varied role across our helpdesk, including Societies and Sports Teams, Student Voice and Communication. The role holder will be supported by a team of student staff with undertaking this role.

The role holder will implement an inclusive approach and have an awareness of the various barriers to student engagement. They will be proactive in helping the student volunteers, including Society and Sports Teams committees and student reps.

The Ideal Candidate

The ideal candidate will be passionate about strengthening communication, extra-curricular opportunities and student voice at SOAS, and they will be both well-organised and creative in the delivery of this work. They will be familiar with the diverse nature of the student body and be able to apply an approach that is effective at highlighting both mainstream and marginal concerns and capable of leading to action and change.

The ideal candidate is someone who is able to juggle a variety of different projects and is able to delegate effectively. At the heart of the role will be a strong attention to detail and the ability to design, write and to convey messages clearly, concisely and accurately. You will implement a clear well-planned structure for the Student Volunteers that sets out their roles, while avoiding any unnecessary barriers to engagement. You will understand the requirements of a small but extremely active union such as SOAS SU, and you will have a range of interpersonal skills that you will use to influence and liaise with a broad range of people both from the student body and the institution's staff.

Office Administration

1. Receive students and guests entering the SU.
2. Monitor the SU inbox.
3. Signpost student queries and respond to general enquiries appropriately.
4. Maintain a good working knowledge of services useful to students.
5. Log all enquiries into the SU knowledge database.
6. Keep the help desk area tidy, recycling and reducing waste in-line with Union Environment Policy.
7. Maintain and inventory of and oversee the booking process of equipment

Student Voice

Support the Membership Services Manager and Co-President Democracy and Education with the administration and promotion of the Rep Network and other Student Voice activity, including:

1. Recruitment, annual Rep Elections and in year co-options
2. Developing and delivering Training and Resources

3. Coordinating Student Voice and Rep Events, including taking accurate minutes and room bookings
4. Monitoring Rep engagement with training and Rep events.
5. Maintain the central lists of Reps and ensure this is accessible to students and staff, ensuring that relevant permissions are given to the Reps
6. Be the first point of contact for the Rep Network
7. Support the annual elections

Societies and Sports Teams

Support the Membership Services Manager and Co-President Activities and Events with the administration and promotion of Societies and Sports Teams, including:

1. Developing and delivering training and resources
2. Support the election and re-registration process for Societies and Sports Teams
3. Monitor Society and Sports committees engagement with training and event
4. Monitor and oversee the room booking process for Societies and Sports Teams
5. Be responsible for booking Sports Teams, training and fixtures, for booking pitches, other appropriate venues and where necessary transport to fixtures.
6. Be the first point of contact for BUCS, League and Association queries, fixture arrangements and disputes.
7. To oversee compliance of Societies and Sports Teams including insurance, the law, reviewing and monitoring risk assessments, qualifications, association membership and insurance details of trainers and coaches.
8. Maintain the central list of Societies and Sports Teams and their Committees, ensuring that relevant permissions are given to the Committees to support the running of their group
9. Coordinate the day-to-day Society and Sports Teams administration

Communications

1. Contribute to communications strategy and planning
2. Work with external organisation in the production of collateral where appropriate
3. Produce the weekly newsletter and other newsletters as required
4. Monitor and update social media
5. Create visual assets as required, including digital and print media
6. Ensure the website is kept up to date, including updating events, news and general updates

Training and Support

1. To maintain an up-to-date knowledge of areas impacting casework and the Enough is Enough project and to be familiar with relevant legislation as it affects students and respond accordingly.
2. To assist with maintaining the skills and knowledge levels within the team, through contributions to team meetings and feeding back from training courses
3. Maintain and improve competencies through continuous professional development, undertaking necessary training as agreed by the Line Manager and by maintaining and updating relevant knowledge, understanding and skills.
4. Participate in the annual appraisal process.
5. Actively manage your own technical learning needs through research, reading and training requests.

Management

1. Be the line manager for the Student Receptionists, ensuring that they are delivering their work to a high standard and identify any support and training needs.
2. Effectively delegate work load to the relevant Student Receptionist
3. Be responsible alongside the line manager for planning; setting and reviewing budgets and operational plans related to
4. Be responsible for ensuring effective invoicing, monitoring, reporting and spend of the agreed budget.

General

1. Contribute to the delivery of the S.U's strategic goals and strengthening its democratic ethos.
2. Contribute to reports and strategic planning pertaining to Student Voice activity as required.
3. Assist with any reasonable tasks as required by the Membership Services Manager and the CEO.
4. Represent the SU at key meetings both internal and external.
5. Maintain and develop relationships with the NUS, other Students' Unions, BUCS/LUSL, relevant sector bodies and relevant university departments.
6. Keep up to date with Higher Education and local trends, policies and campaigns which may impact students.
7. Support general office management, including supporting student enquiries that fall outside of the remit of your core work area
8. Work within SOAS SU's policies, procedures and codes of practice at all times
9. Actively contribute to the organisation's sustainability and maintaining our values.
10. As we are a small, agile and flexible organisation, you may be asked to undertake or support other duties within your competence to provide operational cover for colleagues in times of absence or periods of peak workload.
11. Assist SU staff and elected officers with administrative support as agreed.
12. To attend and contribute to team meetings and one to one support sessions seeking continuous personal and professional development.
13. Attend other appropriate meetings as required by the Line Manager.
14. Ensure that the Line Manager receives all necessary information and forms relating to staff holidays, sickness, incidents and accidents as required.
15. Ensure you adhere to current financial policies and keep all necessary paperwork up to date.

About You – Person Specification

Qualifications, Knowledge & Experience:

- A degree in Experience of working in a membership focused environment, ideally a Students' Union – Essential
- Maintaining accurate records and working with administration systems and databases – Essential
- An understanding of Students' Union principles, processes and procedures - Essential

- Proven experience of using own initiative for problem solving in professional context – Essential
- Social media and producing written communication - Essential
- Experience of working with and supporting volunteers - Desirable
- An understanding of issues facing students in Higher Education today - Essential
- GDPR - Essential
- Developing, organising, delivering and reviewing training – Desirable

Skills:

- Ability to establish strong working relationships with a wide range of individuals both within and outside the Union and the University, including students, Student Officers, Union Staff and other organisations - Essential
- Coaching, training and mentoring skills
- Working in an inclusive, accessible and empowering way with young people E
- Ability to work with people at all levels
- Good interpersonal skills with confidence in presenting - Essential
- Excellent administrative and organisational skills - Essential
- Excellent written English skills - Essential
- Ability to work to deadlines at pressured times of year - Essential
- Good presentation and communication skills - Essential
- Stakeholder management and relationship building - Desirable
- Planning and project management - Desirable
- Confident competency in IT - Essential
- Ability to work independently, delegating where appropriate and to prioritise a busy workload - Essential
- Ability to negotiate effectively - Essential
- Good IT skills including proficiency in Microsoft Office and casework databases - Essential
- A willingness to learn new skills as required and undertake appropriate training – Essential
- Copywriting - Essential

Personal Qualities:

- Commitment to working in a student-led environment – Essential
- A commitment to working in an organisation that prioritises social justice – Essential
- A belief that students' unions can be a vehicle for change – Essential
- Team focused approach - Essential
- Self-motivated - Essential
- Flexible - Essential
- Committed to continuously improving service delivery - Essential
- Customer focus - Essential
- Persistent & able to persuade others to meet your deadlines - Essential
- Understanding and a commitment to Equality of Opportunity - Essential
- Attention to detail - Essential

Application Process

If you have any questions about the role and would like an informal chat about the role, please contact our Membership Services Manager, Antonia Bright ab93@soas.ac.uk. We welcome any and all questions, even if you do not feel like you meet all the current criteria just yet.

If you wish to apply for the role, please read the job description and person specification and email your CV and a covering letter setting out your suitability for the role to SU@soas.ac.uk

If you require an alternative method for submitting your application, please email SU@soas.ac.uk

Applications close at midday on Wednesday 26th June. Interviews will take place in person on Friday 28th June.
