



DEPUTY CHIEF EXECUTIVE

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Dear Candidate,

Thank you for your interest in becoming our new Deputy Chief Executive at Chester Students' Union.

This is an exciting time to be joining Chester Students 'Union. We have had a recent refocus on our charitable objectives, ensuring strong delivery of the core elements of a Students 'Union ensuring effective representation, independent advice and a diverse range of social opportunities. The organisation is energised in becoming the best it can be for over 12,000 students at multiple sites across Chester, Shrewsbury and Warrington.

We have recently launched a new website that will support our work on driving engagement as well as further resourcing our democracy and research work to ensure that everything we do is evidenced based and relevant to the needs of our members. Recently we were shortlisted for the Educate North 'Students 'Union of the Year 'award. Looking ahead we are developing our new strategic plan over the 2020/21 academic year which will identify and establish our longer term priorities. Our new Deputy Chief Executive will work closely with the CEO, Elected Officers, Trustees and Management Team in determining how we put that strategy into action. Alongside a new strategy, we need to recognise, support and champion great performance of colleagues within the organisation. Our new Deputy Chief Executive will lead on our people and performance work. In addition, they will manage our advice and representation functions and, through Heads of Department, our marketing, sales and student opportunities areas.

If you would like to have an informal discussion about the role then please contact Alison Hewitt to arrange a discussion with Matt Webber, Chief Executive Officer by emailing CSU@chester.ac.uk

You can also find out more about the organisation on our website at www.chestersu.com

We wish you the best of luck with your application and look forward to meeting you during the interview process.

Matt Webber

Eleanor Lewis

CHIEF EXECUTIVE OFFICER

PRESIDENT • CHAIR OF THE BOARD

JOB DESCRIPTION

JOB TITLE:	Deputy Chief Executive Officer
SALARY:	£38,000 - £43,000
RESPONSIBLE TO:	Chief Executive Officer
RESPONSIBLE FOR:	Advice and Policy team (Advisors x2, Academic Representation Co-ordinator), Head of Marketing & Sales and Head of Student Opportunities
PLACE OF WORK:	Parkgate Road Chester, with the expectation to travel to satellite campuses and sites
PURPOSE:	To provide strategic leadership in the organisation for HR, people and overall student engagement. Additionally, to provide oversight and support to Heads of Department within our membership services and marketing and sales functions. To deputise where required for the Chief Executive Officer.
HOURS:	Full time, 37 hours
KEY RELATIONSHIPS:	Elected Officers, Student Volunteers, CSU Staff, University of Chester staff, National Union of Students (NUS)

KEY RESPONSIBILITIES

- To lead work on our people and HR functions ensuring over time we achieve appropriate accreditations such as Investors in People (IiP)
- To work with the CEO in supporting elected officers to achieve their goals, providing coaching and mentoring
- To empower and support managers of our marketing and student opportunities functions
- To provide support and leadership to our advice and representation staff
- To lead work on maximising student engagement through developing and enacting a clearly defined strategy at all sites

PEOPLE

- Develop a high performing culture that is responsive to members' needs through the implementation of a clear performance framework with guidance and support for line managers and employees to enact a supportive and high performing culture
- Lead our work in achieving the Investors in People framework
- Maintain and update our people and organisational policies auditing existing policies and frameworks in place and making necessary updates
- Identify and develop a clear recognition and reward offer for all employees
- Establish a learning and development culture including staff, volunteers, trustees and elected officers both full and part time
- Facilitate our annual staff survey with clear and tangible actions implemented as a result
- Ensure that in time the organisation reaches an Excellent standard in Quality Students' Union in 'People' and 'Liberation, Equality, Diversity and Inclusion' elements

- Liaise with the Head of Student Opportunities on managing risk in student activities and to have management of health and safety within the organisation maintaining the overall risk register for the organisation

STRATEGIC LEADERSHIP

- Promote and champion genuine student leadership ensuring our structures enable students 'voice to be heard and acted upon
- In collaboration with the CEO, coach and mentor the elected officers helping them set and enact their priorities
- Work with the CEO to drive development and creation of a strategic plan
- Act as the key lead for developing our membership services, ensuring they match current and future student needs and fulfil their key purpose
- Point of contact for campus and site specific staff identifying opportunities to provide meaningful engagement and support to students at each site
- Maintain knowledge of Higher Education policy that impacts students and the organisation
- Empower and support Heads of Departments and other colleagues within our membership services and marketing departments to deliver against our overarching strategy and annual operating plan
- Work with departments across membership services, marketing and sales to monitor and measure performance and impact gaining appropriate accreditations, achieving performance metrics and demonstrating value added
- Lead work developing our engagement with students across the different sites
- Champion the organisation externally, sharing good practice within our movement and at all times acting as a positive ambassador of the organisation

GENERAL

- To develop positive and productive working relationships with colleagues and stakeholders
- All work to be undertaken in line with the Union constitution, policies, procedures and legislation
- Adopt a flexible approach to work hours including occasional evening, weekend and remote working

The job description above is not exhaustive list of duties and you will be expected to undertake any other reasonable duty as may be required.

PERSON SPECIFICATION

Tested by Application (A) Interview (I)

EDUCATION & TRAINING	ESSENTIAL	DESIRABLE	Tested by
Educated to degree level or significant leadership experience	X		A
Demonstratable commitment to continuous development evidenced through relevant training, learning and development	X		A
EXPERIENCE & SKILLS			
Significant experience of working in Students' Unions, charities or youth sector	X		A/I
Previous experience of managing at least one of the following areas; advice service, HR, marketing, member/student engagement, running events and activities	X		A/I
Previous budget management responsibility ideally with some budget management devolved to direct reports	X		A/I
Strong delivery management, planning, and organisation skills, including ability to handle multiple projects simultaneously in a fast-paced agile environment.	X		A/I
Ability to produce high quality and persuasive written reports and presentations	X		I
Ability to lead, inspire and coach others with tangible success	X		A/I
Excellent verbal and interpersonal communication skills, with the ability to communicate to a wide range of stakeholders	X		A/I
Ability and desire to be part of a team, with a strong interest in developing relationships with elected officer, staff and trustee colleagues.	X		I
Ability to balance consultative skills with decisive leadership	X		A/I
Ability to significantly contribute to creating a healthy and high performing workplace culture	X		I
Experience of managing and mitigating risk		X	I

Experience of writing policies and procedures		X	A/I
Experience of managing or having oversight for HR functions for an organisation or a team		X	A/I
Proven ability to form effective working relationships with a range of stakeholders		X	I
Comfortable networker who would be passionate about learning about good practice within the Students' Union sector		X	A/I
Demonstrable ability to develop, implement and improve processes.		X	I
PERSONAL ATTRIBUTES			
Passion for working in a Students' Union with commitment to helping us make Chester Students' Union a high performing organisation	X		A/I
Ability to work on own initiative taking ownership of work and delivering it in a timely manner	X		I
Tact and diplomacy, recognising you work in a democratic environment	X		I
Commitment to equality, diversity and inclusion at a leadership level	X		I
Comfortable in receiving feedback with a commitment to continuous improvement	X		I

To Apply

Please send a CV and a covering letter of no more than 2 pages referencing the person specification as well as your motivation for applying to CSU@chester.ac.uk by the application deadline with the title of the job role in the subject header.

To support us in anonymising applications at the point of shortlisting, these documents should be sent in Word. PDF's cannot be accepted for this role.

Applications that are submitted after the deadline will not be considered.

We also encourage you to complete a Diversity monitoring form [which can be found here](#).

Timescale

- Application Deadline: Sunday 11th October 11.59pm
- First Stage Interview (via Microsoft Teams): Wednesday 21st October/ Thursday 22nd October
- Final Stage Interview date: Wednesday 28th October

Organisational Chart

