



RECRUITMENT ———

PACK

STUDENT VOICE COORDINATOR

Can you help 15,000 students love their life at
Chester?

Deadline: 10am on Monday 13th May 2024



www.chestersu.com



Parkgate Road, Chester CH1 4BJ



csu@chester.ac.uk



WELCOME

At Chester Students' Union, we proudly represent the voice of over 15,000 students studying at the University of Chester. With a strong commitment to enhancing student life across all campuses, including the University Centres of Birkenhead, Shrewsbury, and Warrington, we strive to provide the best possible experience for every student.

Our primary focus revolves around four key pillars: Advice, Community, Opportunities, and Voice. These pillars serve as the foundation for our efforts in empowering students to make the most of their time at university and creating a vibrant, inclusive, and supportive community.

Under the pillar of **Advice**, we prioritise providing high-quality academic guidance to ensure our members navigate the challenges and complexities of university life with confidence. We are dedicated to equipping students with the tools and knowledge they need to overcome obstacles and thrive academically.

Fostering a strong and vibrant **community** is at the core of our mission. Through various initiatives, we facilitate connections among students, regardless of their location or background. We believe in cultivating a genuine sense of belonging within the University community, allowing students to forge lasting friendships and build lifelong networks.



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Chester Students' Union recognises the value of **opportunities** beyond the formal academic environment. We actively support the development of informal education, fun-filled activities, and networking opportunities. Whether through societies, networks, or one-off events, we aim to enrich students' university experience and help them grow personally and professionally.

Lastly, we ensure that the collective **voice** of students resonates throughout the University. Through our innovative Student Voice Representation (SVR) program, democratic channels, and impactful campaigns for change, we collaborate with the University to enhance student life at the University of Chester. We are committed to making sure students' opinions are heard and valued in decision-making processes.

Join us at Chester Students' Union and become part of a dynamic and inclusive community that champions our students interests, supports their growth, and amplifies their voice. Together, we will create an unforgettable university experience for every student at the University of Chester.



Ellie Smith
President



Jack Sanderson
VP Education



Tom Scott
VP Student Life



Jamie Morris
CEO





Citizen Student Strategy

The Citizen Student Strategy ensures a premium, personalised and purposeful student experience and was launched in 2021. The full strategy can be found here: <https://www1.chester.ac.uk/citizen-student-strategy>.

Founded by the Church of England in 1839, we continue to be guided by Christian values and are justifiably proud of the open, inclusive and supportive environment that characterises the institution. Today, as the University of Chester, we welcome students and staff of all faiths or none.

We seek to provide all our students and staff with the education, skills, support and motivation to enable them to develop as confident world citizens and successfully to serve and improve the global communities within which they live and work.

This Mission, which has helped shape our development and diversification, actively continues to inform our future planning and enrichment as a University.

Vision

At the heart of the University's vision is an unwavering commitment to ensuring an outstanding student learning experience, developing the expertise of staff, providing teaching excellence, and actively growing research and scholarship.

Through these actions, the University hopes to make a positive impact on the lives of students, staff, and the communities that it serves, enabling the institution to make a significant and growing contribution to the region, nationally and internationally.

In valuing and celebrating its long history and traditions, the University is committed to engendering a sense of pride and shared ownership in all that it does. It is dynamic and enterprising in its approach to developing new opportunities.

Foundational Values

Mindful of the University's history and Christian foundation:

We recognise the dignity and worth of every individual.

Therefore we value every member of the University; we endeavour to help all students and members of staff to discover their gifts and talents and grow to full potential; and we foster well-being for all.

We recognise the vital role of education in the service of society.

Therefore we encourage the acquisition of knowledge and the development of skills; and we acknowledge a responsibility to look for every opportunity to put that knowledge and those skills to good use throughout the community.

We recognise the inherent value of the pursuit of truth and freedom of enquiry.

Therefore we find joy in discovery; we take pleasure in invention;

we celebrate human creativity; and we seek wisdom, embracing it wherever we find it, and strive to apply it to every aspect of life.

In humility, we aspire to honour these values and hold ourselves accountable to them.



OUR STRUCTURE

HOW WE OVERSEE OUR WORK AND MAKE DECISIONS

Trustee Board

4 x External Trustees
4 x Student Trustees &
3 x Officer Trustees

Student Council

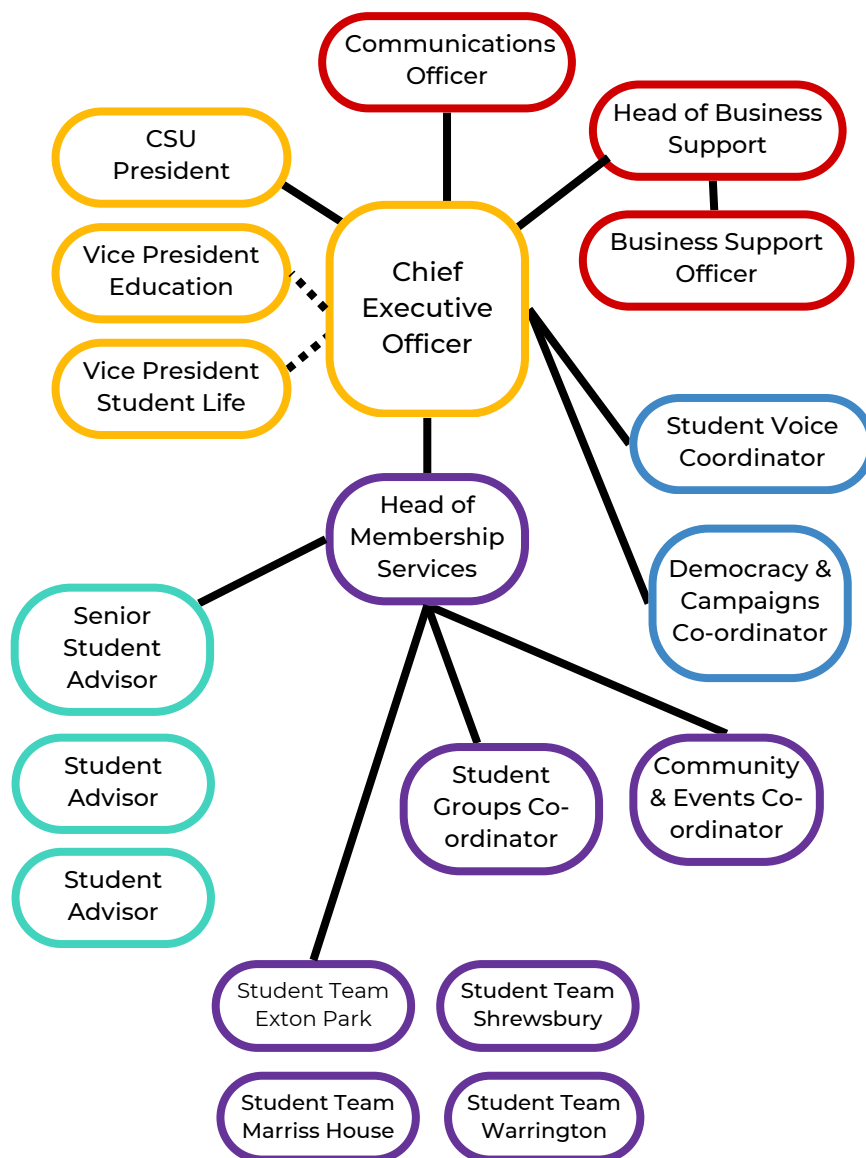
3 x Full-time Officers
4 x Faculty
Representatives
7 x Liberation
Representatives
11 x Student Type
Representatives
2 x Open Seats

Big Ideas

*Ideas from students on how
to improve the student
experience. Voted by
ChesterSU members.*

Student Commissions

New for 2023
Commissioned by Student
Council
*Students and experts solving
complex problems with the
student experience*



OUR PEOPLE - CAREER AND STUDENT



Job Title:	Student Voice Coordinator
Pay Scale:	Starting at: 15 OS5 - £24,533 per annum
Hours:	37 hours per week
Responsible to:	Chief Executive Officer
Responsible for:	Student Voice Representatives
Key Relationships	Full-time Elected Officers CSU Trustee Board CSU Student Council CSU Chief Executive Pro Vice-Chancellor Student Experience
Place of Work:	All University of Chester Campuses – main place of work: Parkgate Campus.
Purpose:	<p>The Student Voice Coordinator is responsible for coordinating and implementing effective student voice programmes at Chester Students' Union. They will work closely with students, academic staff, and other stakeholders to ensure that the student voice is effectively represented and that students have a meaningful impact on the development and improvement of policies and practices.</p>



Key Responsibilities

- Working with the Voice team to undertake a comprehensive review of student representation at Chester ensuring it effectively meets the changing needs of our student body.
- Support the delivery and development of Student Voice Representation Schemes, ensuring that it is inclusive, transparent and accessible to all students.
- Assist University colleagues in the organising and coordination of the effective recruitment of student representatives, including promoting the positions, supporting the process, and facilitating opportunities for students to find out more about the roles.
- Provide training, support and ongoing reward & recognition to student representatives, helping them develop the necessary skills and knowledge to effectively represent students on university issues.
- Collaborate with elected officers, academic staff, and relevant university departments to ensure that the student voice is considered in decision-making processes and communication remains effective.
- Working with the Voice team to analyse and evaluate student feedback on student related matters, identifying trends and areas for improvement.
- Collaborate with the Democracy and Campaigns Co-ordinator to ensure that the academic voice is represented in wider student campaigns and advocacy efforts as well as supporting with democratic matters including elections and Annual General Meetings.
- Liaise with academic departments and university committees to promote student engagement and involvement in academic decision-making processes.
- Contribute to the development and review of relevant policies and procedures, providing student perspectives and insights.
- Collaborate with the Communications Officer to promote the work of student representatives, including producing regular newsletters, social media content, and other communication materials.
- Stay up to date with relevant policies, procedures, and regulations in the higher education sector, ensuring compliance and recommending updates or revisions as necessary.



General

- Represent and be an ambassador for CSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and Project data.
- Actively seek better ways to assist CSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.



STAFF BENEFITS (FROM AUGUST 2024)

HOLIDAYS:

- 25 days per annum, additional 1 day per year of service up to 30 days max. (pro-rata)
- 8 bank holidays (pro-rata)
- 1 personal day to be used at your discretion each year
- Additional Closure Days over Christmas (at the discretion of the Students' Union)

PENSION:

- Employee contribution: 5%
- Employer contribution: 3%

MISC BENEFITS:

- Staff discounts and perks through BrightHR
- Parking permit, subject to University guidelines and charges
- Access to Employee Assistance Programme through Wisdom
- Eye test and contribution to lenses
- Flexible working
- Laptop loan
- Flu Vaccination



Educational and Professional Qualifications	<i>Essential</i>	<ul style="list-style-type: none"> Degree (or equivalent level qualification)
	<i>Desirable</i>	<ul style="list-style-type: none"> Relevant qualification(s) and training e.g. in training and facilitating, report writing, student representations etc.
Knowledge and Experience	<i>Essential</i>	<ul style="list-style-type: none"> Experience in working with student representatives or in a similar student engagement role. A strong understanding of higher education and the student experience within an academic setting. Experience of evaluating data and feedback, identifying patterns and making evidence-based recommendations. Passionate about student representation and empowering students to have a meaningful impact on their university experience. Strong computer literacy and experience of using multiple Microsoft Office and other IT packages
	<i>Desirable</i>	<ul style="list-style-type: none"> Knowledge of University governance structures and processes Experience of or ability to facilitate and deliver an engaging training programme.
Inter-personal Skills	<i>Essential</i>	<ul style="list-style-type: none"> Excellent communication skills, with the ability to engage and motivate a diverse range of stakeholders, including students, staff and externals. Strong organisational and time management skills, with the ability to manage multiple priorities effectively. Proactive and self-motivated, with a high level of initiative and the ability to work independently as well as part of a team. Flexible and adaptable, with the ability to respond to changing priorities and demands
Job related requirements	<i>Essential</i>	<ul style="list-style-type: none"> Able to travel extensively between our Campuses in Chester, Birkenhead, Shrewsbury and Warrington Able to work some evenings and weekends and stay overnight where necessary. Commitment to anti-discriminatory practice and equal opportunities

Note: This job description and person specification are intended to outline the general scope of the role. Other duties may be assigned as per organisational needs





NEXT STEPS

For an informal discussion and any questions please contact:

- **Jamie Morris**, Chief Executive Officer of Chester Students' Union
- jamie.morris@chester.ac.uk

We expect Interviews to be taking place 22nd May 2024

To apply send:

- Your complete CV
- Supporting statement demonstrating how you meet the skills and knowledge **outlined in the person specification**
- Details of two employment references

by email to: workforus@chester.ac.uk by 10am on Monday 13th May 2024.

Monitoring the diversity of our applicants and their candidate experience is really important to us. Please do consider filling in our anonymous form. Scan the QR code or visit: <https://forms.office.com/e/MhybaqUFvi>



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