**POST: Student Voice & Student Union Liaison**

**LOCATION: The role is available at either Wembley or Manchester (some travel between sites will be expected)**

**SALARY: Circa £21,000 per annum depending upon qualifications & experience (plus a 10% London weighting allowance if applicable)**

**TERM: 2 years Fixed Term Contract**

**Who are you working for?**

In this role you will be working for UCFB

UCFB is dedicated to the delivery of ground-breaking undergraduate degree programmes in the football and sports industry.

**Why work for us?**

Joining UCFB as a Graduate will allow you to learn, grow, develop, and make an impact every day. You will enjoy great benefits and have access to the support, guidance and training to achieve all your short-term and long-term career goals.

The role will take you through a 2 year structured training Programme, which will involve a range of highly valuable and transferable skills. These may include Critical Thinking, Problem Solving, Time Management and Building Resilience Through Uncertainty.

You will also have your own dedicated Mentor to help ensure you are settling into the role and gaining as much from the programme as possible. Alongside this, you will have access to industry experts, ensuring you are fully immersed in UCFB’s tight-knit community and inclusive culture.

**The role**

The role of Student Voice & Student Union Liaison has a focus on student representation in the democratic decision-making processes which are key aspects of a well-run HE institution.

You will utilise your knowledge and expertise to;

* Act as a key liaison between the Student Union (SU), its officers and elected representatives and the Institution
* Work collaboratively with all relevant parties to ensure that the Student Voice is appropriately represented within the Institution
* Liaise with the SU, its elected representatives and officers to ensure that the constitution of the SU is complied with

**Key tasks**

Areas of responsibility include but are not limited to those outlined below:

* Managing the face to face, email, virtual communication and engagement pathways related to Student Union (SU) and Student Voice (SV). Ensuring that all enquiries are:
* prioritised appropriately, responded to and actioned in-line with the departmental policy and processes
* where appropriate, accurately entered onto the Institution student records management system
* Working to build strong working relationships with representatives of the SU and the wider student and academic communities
* Developing creative and engaging guidance and promotional content (physical and virtual/online) to highlight the activities of the SU and the importance of the SV
* Working in collaboration with Student Voice & Student Union Liaison colleagues based on other campus sites, academic and, professional services colleagues across the Institution to empower students to positively advocate their opinions and requests for change to the Institution. Activities will include but not be limited to:
* Developing and supporting opportunities and pathways for students to express their views
* Supporting and encouraging recognised SU societies to engage with SV pathways
* Developing, encouraging and promoting SV initiatives such as “#UCFB|GISStudentCommunity” and “You said, we did”
* Proactively engaging with Student Council
* Supporting colleagues in the Academic Quality Department to design and deliver appropriate training and guidance for Student Representatives
* Providing a first point of contact for SU Officers seeking advice and ensuring that all institution students receive the equivalent key level of service from their SU regardless of campus and / or mode of attendance
* Organisation of the annual SU elections and oversight of SU Officers activities and engagement with SU duties including:
* promoting the importance of the SU Officer role and its accountability to the student body as a whole
* flagging any concerns with SU officer/s behaviours with the Head of Department
* Collaborating with expert colleagues across the Institution in designing and delivering training programmes for both existing and aspiring SU officers
* Providing support for SU events and societies including working with SU Officers and the Sports & Active Lifestyles (SAL) team to:
* Design, promote and deliver SU and SV focused events, campaigns and awareness activities as well as annual events and activities
* Advise and where appropriate support SU officers to expand the range of societies and organised activities available for students to join
* Ensure events budgets are managed effectively and efficiently and provide oversight of the SU liaison with internal and external event contributors
* Ensure all support interactions or other appropriate data/data changes are logged accurately, appropriately and in a timely manner on the Institution student records system
* Support the Student Support Manager/s as required with data analysis and report production
* Where appropriate represent the Student Voice provision of the Student Support Department on Registry and wider Institution and validating partner committees and working groups
* Collaborate with the Student Support Manager/s, academic and non-academic colleagues and where appropriate the student body to review, update and develop student/SU specific policies, procedures and process flows
* Support as required the delivery of Institution milestone activities/events e.g. Open/applicant days, outreach events, enrolment, induction, re-induction and, graduation
* To undertake appropriate staff development and professional training in line with the business objectives of UCFB
* To work within the policies of Health and Safety and Equal Opportunities
* To work flexibly and responsibly and undertake any other duties relevant to the level of the post

**Additional information**

Working hours

Working hours are normally 8.30 am – 5.00pm. However, this role will involve additional and unsocial working hours depending on the nature of the event/activity and occasional travel between campuses.

Generally, this role will be based in our Student Support working spaces. However, there will be regular travel between our Manchester Campus and Wembley Campus, and travel between additional sites across Wembley and Manchester will also be required.

The application process

The application process has two stages:

1. Initial application – to demonstrate you meet the essential criteria for the role
2. Interview – a discussion of your knowledge and to deliver a presentation or task if required

You will be informed of the outcome, with the opportunity for feedback.

**We look forward to receiving your application.**