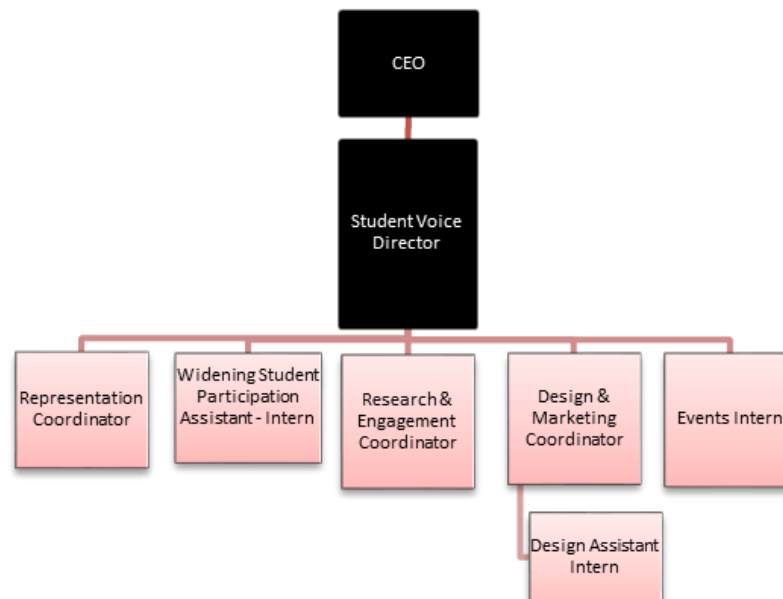




## Job Description

- Post Title:** FXU Student Voice Director
- Salary:** This post has been evaluated at Grade 5.
- Hours:** 35 hours per week, 52 weeks a year usually to be worked on a 7 hour a day basis, Monday to Friday
- Work Base** The post holder will be primarily based at the Penryn campus but will be required to work regularly at the Falmouth campus
- Employer:** **FXU is a registered charity governed by an elected Board of Trustees, to whom all employees are accountable. Staff are employed by Falmouth University on behalf of the FXU Board of Trustees**
- Date:** May 2015
- Responsible To:** FXU Chief Executive Officer



### Job Purpose:

The purpose of this post is to manage and maintain the FXU Student Voice team including all Student Voice structures, processes and practices. To plan and deliver key activities in this area and provide guidance and support to strengthen the student led ethos of FXU across all services and activities.

FXU is the combined students union for students of University Exeter Cornwall Campuses and Falmouth University. It aims to provide effective representation, services and support for all students whilst maintaining a student led ethos.

## **Key areas of Duties and Responsibilities**

### **1. Strategic Management**

- 1.1. Co-ordinate and deliver FXU's student activity strategy in support of the long-term organisational strategy to be world leading.
- 1.2. Lead on implementing strategic planning for FXU Student Voice in accordance with FXU strategic objectives.
- 1.3. Provide advice, guidance and support to enable the Presidents, Executive Officers and students and volunteers to take a leading role in decision making.
- 1.4. Lead in creating a culture of excellence in customer service, ensuring that students' needs and expectations are effectively identified, measured and met across all areas of FXU student active
- 1.5. Advise on short, medium and long term operational improvements in recognition of FXU's strategic aims and future planning framework.
- 1.6. Devise and develop initiatives and partnership agreements that increase opportunities for students to participate in FXU and gain recognition for their achievements eg Higher Education Achievement Report.
- 1.7. Work with partners to plan developments to extend the student voice regionally eg campus Cornwall Youth Partnership.
- 1.8. Lead on business planning in relation to strategic objectives for FXU Student Voice.
- 1.9. Research and deliver on models of best practice in the Student Voice sector internationally.

### **2. Organisational Management**

- 2.1. Ensure compliance with all relevant legislation.
- 2.2. Work within the wider policies and procedures of the organisation, and ensure that FXU's ethos of being student led and democratic is upheld throughout the area of responsibility.
- 2.3. Assist with the induction of Presidents and provide support and guidance for the FXU Presidents.
- 2.4. Support colleagues within other areas of FXU, and play an active role in the general smooth running and on-going development of the organisation.
- 2.5. Maintain effective working relationships with FXU external partners and stakeholders.

### **3. Financial Management**

- 3.1. Plan and implement the designated Student Voice budget, and provide support and advice to your team members and appointed students (ie Student Council) on financial processes and other relevant information.
- 3.2. Identify, develop and co-ordinate additional sources of income for FXU.
- 3.3. Work with relevant FXU colleagues to identify, and bid for, external funding streams, as appropriate.
- 3.4. Ensure FXU financial regulations and protocols, and all other relevant policies and procedures are adhered to by the Student Voice team.
- 3.5. Set prudent expenditure budgets that minimise costs whilst maximising service provision for students.
- 3.6. Provide advice and support for student in managing allocated funds and authorise payments to and from these cost-centres. To monitor expenditure against these budgets once set.
- 3.7. Develop with University of Exeter Finance team (Penryn campus) funding application processes and guidance to support student activities.
- 3.8. Negotiate terms and agreements with partners and external facility providers to enable low cost access for students.
- 3.9. Manage funding allocation processes within Student Voice activity including campaigns, student led events and direct funding student representatives.

#### **4. Operational Management**

- 4.1. Promote a culture of high quality customer service across all FXU student activities.
- 4.2. Ensure appropriate procedures and practices are in place to support the smooth and effective running of services within the area of responsibility.
- 4.3. Research trends and evaluate student feedback in order to generate continual improvement.
- 4.4. Lead on Health & Safety compliance across all FXU Student Voice and representational activities, ensuring that risk assessments are carried out and any necessary measures are undertaken.
- 4.5. Produce a briefing for the FXU Chief Executive Officer and FXU Presidents summarising any concerns surrounding legality or breach of FXU policy.
- 4.6. Ensure that effective monitoring systems are in place and implemented.
- 4.7. Produce written reports and presentations to support planning, governance and legal compliance.
- 4.8. Ensure all policies and procedures are Equality Impact Assessed.
- 4.9. Ensure all FXU's insurances relating to activities are appropriate, up to date and accurate.

#### **5. Staff Management**

- 5.1. Line manage the Representation Coordinator, Research and Engagement Coordinator, Design & Marketing Coordinator, Widening Participation Assistant Intern and the Events Intern.
- 5.2. Coordinate the recruitment, selection and induction of FXU student voice staff, as required, in conjunction with the FXU CEO and in line with HR policy and procedure.
- 5.3. Ensure that all FXU Student Voice staff have clear direction and information to enable them to achieve agreed key objectives.
- 5.4. Identify the training needs of FXU student voice staff and implement strategies for their professional and personal development.
- 5.5. Support and manage staff in accordance with FXU and FU's personnel procedures, to promote a positive working environment and effectively motivate staff.
- 5.6. Ensure effective communication within the team including information sharing mechanisms and team meetings.
- 5.7. Assist with the induction and training of all FXU Student Representatives.
- 5.8. Ensure FXU Student Representatives working within Student Voice have appropriate support and guidance.
- 5.9. Support the CEO in the induction and professional advice, support and development of the elected Student Officers.
- 5.10. Develop and deliver a 'Student Voice strategy'.
- 5.11. Represent FXU and university committee meetings as appropriate.

#### **6. Resource Management**

- 6.1. Ensure the effective management and use of all FXU Student Voice resources.
- 6.2. Be accountable for the security of all resources within the area of responsibility.
- 6.3. Ensure that resources within the area of responsibility are appropriately maintained and serviced.

#### **7. Service Planning**

- 7.1. Research and examine existing representational and democratic methods, structures and practices – both within FXU and other Student's Unions/ HEIs – in order to identify strengths, weaknesses and areas for improvement.
- 7.2. Keep up to date with latest knowledge and best practice in the student movement, charity governance, campaigning, student engagement and student feedback and make recommendations for developments.
- 7.3. Analyse and maintain an overview of FXU monitoring information and make recommendations to Presidents/Managers for actions and developments to improve data collection processes and engagement with under-represented groups in the student community.

- 7.4. Plan a schedule for core FXU democratic processes including elections, general meetings, referenda and rep fayre
- 7.5. Identify and make recommendations for policy changes and organisational developments to improve student engagement in all areas of FXU.
- 7.6. Identify resource needs to inform budget setting processes.

## **8. Service Delivery**

- 8.1. Manage core FXU Student Voice activities and events including annual elections, ensuring that relevant support and information is provided to enable full participation by students and prospective candidates.
- 8.2. Ensure elections are carried out in line with regulations acting as Deputy Returning Officer as agreed by the FXU Board of Trustees.
- 8.3. Plan and deliver inductions and training for Elected Presidents, Officers, Trustees, Student council members, Student committees, Election Candidates, FXU Staff and volunteers as agreed to promote understanding and ability to fulfil the democratic and representative commitments of FXU.
- 8.4. Co-ordinate and/or deliver training, meetings and activities throughout FXU to ensure that student feedback and information is gathered, used and implemented.
- 8.5. Provide advice, guidance, and support to enable the Presidents and Executive Officers to be able to fulfil the representative aspects of their responsibilities.
- 8.6. Provide advice, guidance and support for staff to ensure that FXU services, mechanisms and partnership working arrangements are based on sound democratic and representative principles.
- 8.7. Work closely with Presidents, elected officers and FXU staff to plan and co-ordinate student consultation and feedback opportunities eg focus groups, workshops, surveys and panels.
- 8.8. Manage and supervise FXU Rep/Dem student staff/volunteers working on Student Voice activities
- 8.9. Co-ordinate the Student Council, providing guidance and support for the Chair and acting as secretary as agreed.
- 8.10. Act as a point of contact for Executive Officers, co-ordinating monthly meetings and providing support for Vice Presidents in fulfilling their mentoring responsibilities.
- 8.11. Develop and implement systems in consultation with FXU Director/Managers to ensure that all services and activities are student led and delivered in line with FXU constitution and Bye laws.
- 8.12. Provide information advice and support to enable students and elected officers to run effective campaigns and participate in national/local/regional campaigns.
- 8.13. Ensure that any complaints and concerns are reported and followed up in line with FXU policies and procedures.
- 8.14. Attend relevant student committees and planning groups when required in an advisory capacity.

## **9. Administration**

- 9.1. Research and produce information, guidance and other documentation to support effective Student Voice practice in FXU eg Job descriptions, bye laws, election rules.
- 9.2. Keep a record of issues raised by students and action taken and provide feedback using a variety of media including website, social media and newsletters.
- 9.3. Maintain accurate up to date monitoring records and provide timely information and reports as required.
- 9.4. Collect and maintain qualitative and quantitative information and produce reports on current statistics as required.
- 9.5. Monitor budget expenditure within Student Voice in liaison with FXU CEO.

## **10. Partnership Work**

- 10.1. Establish and maintain strong working relationships with individuals and departments in Falmouth University, Exeter University and Falmouth Exeter Plus, sharing information, attending meetings as agreed and contributing to service developments.
- 10.2. Develop and maintain a network of professional experts and services to whom you may need to refer students or seek specialist information or advice.
- 10.3. Participate in relevant established professional networks.
- 10.4. Develop deliver and review academic representation activities working in partnership with FU, UECC and University of Exeter Students' Guild and provide support as agreed with Presidents/CEO.
- 10.5. Develop and maintain strong links with the University of Exeter Students' Guild to share information plan and monitor participation and follow up actions in Student Voice activities.

## **11. Marketing and Communication**

- 11.1. Manage the marketing team to produce regular updates for circulation through newsletters and FXU social media.
- 11.2. Ensure that the Student Voice section of the FXU website remains current, informative and accessible to students in line with agreed FXU protocols.
- 11.3. Prepare draft promotional materials and press releases in line with agreed FXU policy and procedure.
- 11.4. Research and produce information and guidance for students regarding democratic processes and representational opportunities in FXU.
- 11.5. Distribute information to promote FXU representational and democratic opportunities and relevant community events through a variety of media and communication channels.
- 11.6. Provide timely and accurate information, direction and support to enable the marketing and Events Intern to support the planning and promotion of FXU activities and events.
- 11.7. Work with others to ensure that student's successes and achievements are recognised and celebrated through different media including publicity and events.
- 11.8. Research and report to students' funders and management on the difference made to the student experience through Student Voice activities.
- 11.9. Participate in open days and events as agreed to promote FXU.

## **12. General Duties and Responsibilities**

- 12.1. To work in line with the FXU Mission, Vision and Values at all times, working with others to provide a supportive, responsive, student-centred environment and services.
- 12.2. To actively support elected student officers, volunteers and employees in playing a full role in FXU decision making and activities, ensuring that FXU maintains a student-led ethos.
- 12.3. To present a positive image of FXU at all times, through every aspect of your work.
- 12.4. To maintain an up to the minute working knowledge of all FXU service areas in order to support them and provide accurate, detailed information to students and others.
- 12.5. To ensure that all FXU policies, procedures and agreed protocols are adhered to.
- 12.6. To contribute to FXU planning, review, monitoring and reporting processes and activities.
- 12.7. To participate in FXU team meetings and activities and represent FXU at other meetings as agreed.
- 12.8. To ensure that all FXU marketing and communication materials within the designated area of responsibility are accurate and up to date.
- 12.9. To actively support equality and diversity policies of FXU, University of Exeter and Falmouth University.
- 12.10. To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation.
- 12.11. To attend training courses as identified and agreed for appropriate development.
- 12.12. To participate in the Annual Performance Development Review Process.

- 12.13. To communicate, liaise and maintain effective working relationships with colleagues within Falmouth University, University of Exeter and Falmouth Exeter Plus, as well as individuals and organisations outside FXU and the institutions eg suppliers, promoters, local businesses, media / press contacts, etc.
- 12.14. Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
- 12.15. To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved.
- 12.16. To work in accordance with FXU's Environmental Impact & Ethics Policy and to make a commitment to improving FXU's environmental impact by means of energy saving and recycling in the workplace.

### **3 Key Links**

FXU Presidents

FXU CEO

FXU Activities Director & Deputy CEO

NUS

FXU Executive Officers

FXU Representatives

Exeter Finance Team (Penryn campus)

## Person Specification

**Post title:** FXU Student Voice Director

CRITERIA	ESSENTIAL	DESIRABLE
<b>Knowledge (Education, training &amp; experience)</b>		
Management Experience	√	
Educated to degree level or ability to demonstrate equivalent experience	√	
Significant previous experience in a similar field	√	
Experience in project management / development		√
Demonstrable ability to conduct research, extract relevant information and produce reports and recommendations to a given brief	√	
Demonstrable experience of developing working practices / protocols	√	
An understanding of confidentiality and data protection, and how to implement these, within the role	√	
Experience of working within a Students' Union or Higher Education Institution	√	
An understanding of, and commitment to Health & safety standards and how to implement them	√	
An understanding of and commitment to the principles of Equal Opportunities	√	
Experience of managing budgets	√	
Evidence of continuous professional development		√
Ability to demonstrate significant experience in a similar field	√	
Proven experience of instigating development	√	
Demonstrable experience of working effectively on own initiative	√	
Experience of managing projects	√	
An understanding and commitment to student voice and student representation	√	
An understanding and commitment to the value of extra curricula activities in a learning environment	√	
An understanding of, and ability to maintain confidentiality	√	
<b>Skills</b>		
People Management	√	
Knowledge of key aspects of relevant legislation (e.g media law, health & safety legislation, data protection)	√	
Knowledge of key issues affecting students and Higher Education		√
Knowledge of the role of student unions and elected officers	√	
Demonstrable IT skills, in particular, good knowledge & experience of Microsoft Word, Excel & Outlook	√	
Ability to present information clearly and concisely in written oral formats	√	
Networking skills		√
Ability to work effectively in a democratic environment	√	
Ability to communicate effectively with people at all levels	√	
<b>Attributes</b>		

Enthusiasm for working with students	√	
Welcoming of change	√	
Self motivated and self reliant	√	
Flexible and adaptable	√	
Team Player	√	
Supportive and Cooperative	√	
Encourages learning for self and others	√	
Proactive	√	
Tactful and diplomatic	√	
Demonstrates high standards of integrity	√	
Ability to work independently & use own initiative	√	
Ability to work flexibly within a team	√	
Ability to plan and manage own time and workload effectively	√	
Ability to multi-task and prioritise in a busy and demanding environment	√	