**United Colleges Group**

**Job description**

**Post:** Student Voice Officer Post No:

Grade: Scale 5

**Faculty/Division:** Student Support Services

**Reports to:** Head of Student Support/ Services and the Student Union

**Terms & Conditions:** Support staff

1. **Background**

The Student Union serves as the supreme decision-making body of the Student Voice at United Colleges Group. They are also responsible for the Student Ambassador Scheme and the Cross-College Class Representative system. The Student Voice encompasses the three Student groups.

The aim of this role is to provide stability and continuity between successive Students Union (SU), Student Ambassadors and Class Representatives

This is a full year, part time post, hours by agreement between the post holder and SU and may include attendance at early evening meetings.

**2 Main purpose of job**

2.1 To provide administrative support to facilitate the effective operation of United Colleges Group Student Voice Mechanisms.

2.2 To manage the Student Union Office and its affairs; receive all business matters and provide written and verbal response as required.

2.3 To inform students of the role that the Student Voice plays both within the College and externally and to encourage students to become members and participate in Student Voice process.

2.4 To liaise with College managers and staff and external organisations (including the National Union of Students) on behalf of the Students Union.

2.5 To act as the point of contact for processes and regulations that governs the Student Voice.

**3 Responsible for**

 The Student Union, Student Ambassadors and Class Representatives

**4 Liaison with**

Student Support Services, other College staff and students, various external organisations including the NUS and Brent Youth Service.

**5** **Duties and responsibilities**

5.1 To carry out his/her duties and responsibilities at all times with due regard to the College’s Equal Opportunities, Health and Safety, and Quality Management Policies.

5.2 To work in conjunction with other college staff as required in order to promote the work of the Student Voice, and to provide objective and informed advice about the Student Union, and its role within the College, also acting as trouble-shooter for problems which may arise within the Student Union.

5.3 To provide flexible and comprehensive administrative support to facilitate the effective operation of the Student Voice. This will include the development and administration of efficient and effective procedures (including the Students’ Union (Union) complaints procedures) and the management of student clubs and societies.

5.4 To develop and administer, in conjunction with the Student Union Treasurer and College Finance Team, effective book keeping and financial procedures consistent with the Constitution of the Student Union.

5.5 To present the results of the elected Student leaders and notification of any SU affiliated organisations and produce an end of year report of activities to the Student Voice.

5.6 To attend the Student Voice meetings, coordinate the agenda and oversee the taking of minutes.

5.7 To support/assist the SU in their representation of the student body.

5.8 To compile written reports and statement on the Students Union account to the College Management Team for the Learner Voice Committee.

5.9 To assist in the development of Student Voice page on Moodle.

5.10 To organise various SU events e.g. Talent show and CNWL Prom.

5.11 To organise the Student Union Elections process & the recruitment of the Student Ambassadors and Class Representatives.

5.12 To organise the training for the incoming Student Leaders; e.g. Training handbook and Code of Conduct including the processes that will ensure the smooth operation of the Student Voice.

5.13 To implement the Student Union Constitution.

5.14 To work with the Student Leaders, the Student Services Team and other relevant staff in organising events and activities for College Students, including the organisation and distribution of publicity material.

5.15 To organise and run Student Voice surgeries and compile additional supporting information for students at other Student Support Services Events E.g. Freshers Week.

5.16 To distribute Totum Cards while also providing a one-to-one support to students.

5.19 To prepare the agenda and take minutes of all Student Voice Meetings.

5.20 To undertake any training relevant to the efficient carrying out of the above duties, and to take responsibility for the post holders’ professional development.

5.21 To undertake such other broadly analogous duties as the Student Union shall from time to time determine in conjunction with the Head of Service.

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| College of North West LondonPerson Specification & Short-listing criteria*Minimum requirements of the post, with an indication of how these are to be assessed.* |
|  | Post: Student Voice Officer |  | Post No: |  |
|  | Faculty/Division: Student Support Services |  | Grade: | 5 |
| **1** | Education/Qualifications | **Essential** | **Desirable** | **How Tested? \*** |
| 1.1 | Educated to at least A-level standard and possess at least 5 GCSE’S or equivalent at grades A-C including Maths and English  | ✓ |  | AF/CERT |
| **2** | **Experience/Knowledge** | **Essential** | **Desirable** | **How Tested?\*** |
| 2.1 | Knowledge of a range health and wellbeing issues that may affect students | ✓ |  | AF/IV |
| 2.2 | Experience of engaging with young people to increase participation in events | ✓ |  | AF/IV |
| 2.3 | Proven track record in developing and delivering events | ✓ |  | AF/IV |
| 2.4 | Experience of liaising with external organisations in order to deliver a range of events and services | ✓ |  | AF/IV |
| 2.5 | Experience of working in a diverse inner environment and an understanding of the ethos of working in an organisation that actively promotes equality, diversity & inclusion. | ✓ |  | AF/IV |
| 2.6 | Possess strong administration skills and a high level of personal organisation in order to work independently and within deadlines. | ✓ |  |  |
| 2.7 | Ability to make use of computerised systems and maintain accurate records | ✓ |  |  |
| **3** | **Skills/Abilities** | **Essential** | **Desirable** | **How Tested?\*** |
| 3.1 | Ability to plan, organise and to work under pressure and meet targets within required timescales | ✓ |  | AF/IV |
| 3.2 | Self-motivated and capable of working both as part of a team and independently | ✓ |  | AF/IV |
| 3.3 | Experience of working with young people in a diverse environment | ✓ |  | AF/IV |
| 3.4 | Excellent Communication skills, both written and oral | ✓ |  | AF/IV |
| 3.5 | High level IT skills. Competent in the use of MS Office Packages  | ✓ |  | AF/IV |
| 3.6 | Ability to create and keep effective records and produce statistical reports  | ✓ |  | AF/IV |
| 4 | **Qualities/Genuine Occupational Requirements** | **Essential** | **Desirable** | **How Tested?\*** |
| 4.2 | An understanding of and commitment to Equal Opportunities | ✓ |  | AF/IV |
| 4.3 | In addition to candidates ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: * Motivation to work with children and young people;
* Ability to form and maintain appropriate relationships and personal boundaries with children and young people;
* Emotional resilience in working with challenging behaviours;
* Attitudes to use of authority and maintaining discipline;
 |  |  | IV |
| **\*** | Evidence of criteria will be established from: AF - Application form, IV - interview, Test - skills test / prepared question / presentation Cert - certificate checked by interview panel |