



WE'RE HERE TO MAKE STUDENT LIFE  
BETTER AT ROYAL HOLLOWAY

**RECRUITMENT PACK:**  
**EXTERNAL TRUSTEE**



# Welcome.

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Thank you for your interest in volunteering for Royal Holloway Students' Union as a member of our Board of Trustees.

As an unincorporated association, our Trustees are legally responsible for everything the Union does - from the operation of our commercial outlets to the health and safety policies that govern our student groups. Our Trustee Board consists of a mixture of Sabbatical Officers, elected Student Trustees, and External Trustees who are experts in their fields.

Despite the challenges of the last few years, including the ongoing Cost of Living Crisis and COVID-19 recovery, we remain positive about our future. In turn, we're looking for an exceptional trustee who can help take the Students' Union to the next level and ensure that we continue to achieve our mission of making student life better at Royal Holloway.

We are seeking someone who is ambitious, enthusiastic and aligned with our values to help us navigate these challenges. In return we promise you'll join a dynamic and committed team looking to continue the good work that saw us land within the top ten of the Third Sector's Best Charities to Work For (2020).

We hope any questions that you might have are answered in this recruitment pack. However, if you have any further questions, please don't hesitate to contact Chief Executive, Suzy Stevenson, by emailing [suzy.stevenson@su.rhul.ac.uk](mailto:suzy.stevenson@su.rhul.ac.uk).

Best of luck with your application, and we look forward to meeting you.



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# A bit about us.

The Students' Union is a student-led organisation that represents 11,000 plus students at Royal Holloway University. The activities and services we offer are really wide-ranging and include things like supporting c.130 student-led sports clubs and societies, ensuring academic representation on every course, offering free and independent advice through our professional Advice Centre, putting on loads of free events with our Give It A Go programme, and running a shop, a pub, a couple of bars and a nightclub to fulfil students' social life on campus.

We're a charity (charity no: 1141998) registered with the Charity Commission. Why does this matter? Well it means that any profit we make through our trading or membership services gets reinvested into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives.

## We're independent from the University.

While we work really closely with departments from all across the College, we are a separate organisation. This is important for several reasons, but mainly it means that if students have a problem while studying - whether that is their course, accommodation, or other issues, they can come and talk to us. And they can do this in the confidence that we can take up the issue with the University and help to resolve it.



## Our leadership.

We're a democratic, membership organisation and all students at Royal Holloway are automatically members of the Union. Overall legal responsibility for the Students' Union rests with our Board of Trustees which is made up of four full-time sabbatical officers, three student trustees and five external trustees.

The sabbatical officers are elected each year by, and from, the student membership of the University. They take a year out of their studies (or immediately after graduating) to take on a full-time paid staff role and to serve as a trustee.

The President of the Union (one of the four sabbatical officers) is the Chair of the Board of Trustees. They are responsible for chairing the meetings of the Board, leading the performance management of the Chief Executive and acting as lead ambassador of the Union to external stakeholders and the wider public.

## Current trustees.

President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Vacant
Vice President Societies & Sport	Hannah Hockin
Student Trustees	Isaac Crosby
	Molly Taylor
	Vacant
External Trustees	Justin O'Brien
	Rory Shanks
	Jane Broadbent
	Peter Elliot
	Vacant

## Our management.

Acting as Secretary to the Board of Trustees, it is the role of the Chief Executive to ensure effective and efficient strategic and operational leadership of the Students' Union. In conjunction with the President, the position must balance the need to drive and deliver sustainable income streams with ensuring continuous improvement of student satisfaction, engagement and representation.

The role works closely with the elected officers supporting them to ensure that the vision, goals and core values of the Students' Union are achieved.

The Chief Executive is supported by a professional senior management team who has specific responsibilities for implementing the day-to-day management of Membership Engagement, Trading Services, Marketing & Communications and Finance.

We employ a full-time team of 50 permanent staff and approximately 400 casual student staff.

## Our finances.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our trading services. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

## We represent students.

This means that the sabbatical officers sit on university committees and pass on students' opinions about decisions and changes. They also meet with the local council and other stakeholders to tell them what students think on certain issues.

## Our services.

We're pretty active across campus supporting over 130 sports clubs and societies, representing students and their views, running our independent advice centre, serving up burgers in Tommy's Kitchen, hosting events across Medicine and the main SU building and providing a convenient place to shop for groceries.

## Our departments.

We have four distinct departments: Membership Engagement; Trading Services; Marketing & Communications and Finance.

## Membership Engagement.

Forming the backbone of the organisation, Membership Engagement includes Student Opportunities, Student Voice, Advice, and the Union Helpdesk.

All the administration for sports clubs and societies, academic course representation and social media management are just a few things run through here.

## Trading Services.

The Ronseal department. It covers every area where the Union is operating commercially, from Tommy's Kitchen, Medicine and The Packhorse to the Union Shop and big ticket events like the Summer Ball.

They're the biggest employers of student staff in the organisation and their small army of 300+ staff make sure the drinks keep flowing on our regular club nights which see 1600 students descend on the SU twice a week.

## Finance.

This department is responsible for processing the £6 million annual turnover that the organisation generates, ensuring we remain on a stable financial footing. They also support our HR function who are tasked with the recruitment of our 400 strong staff team.

## Marketing and Communications.

Getting our message out to our members in the spaces in which they operate is key to our success. It's the job of this department to know what to say and when to say it, all the while ensuring we look great while doing it.

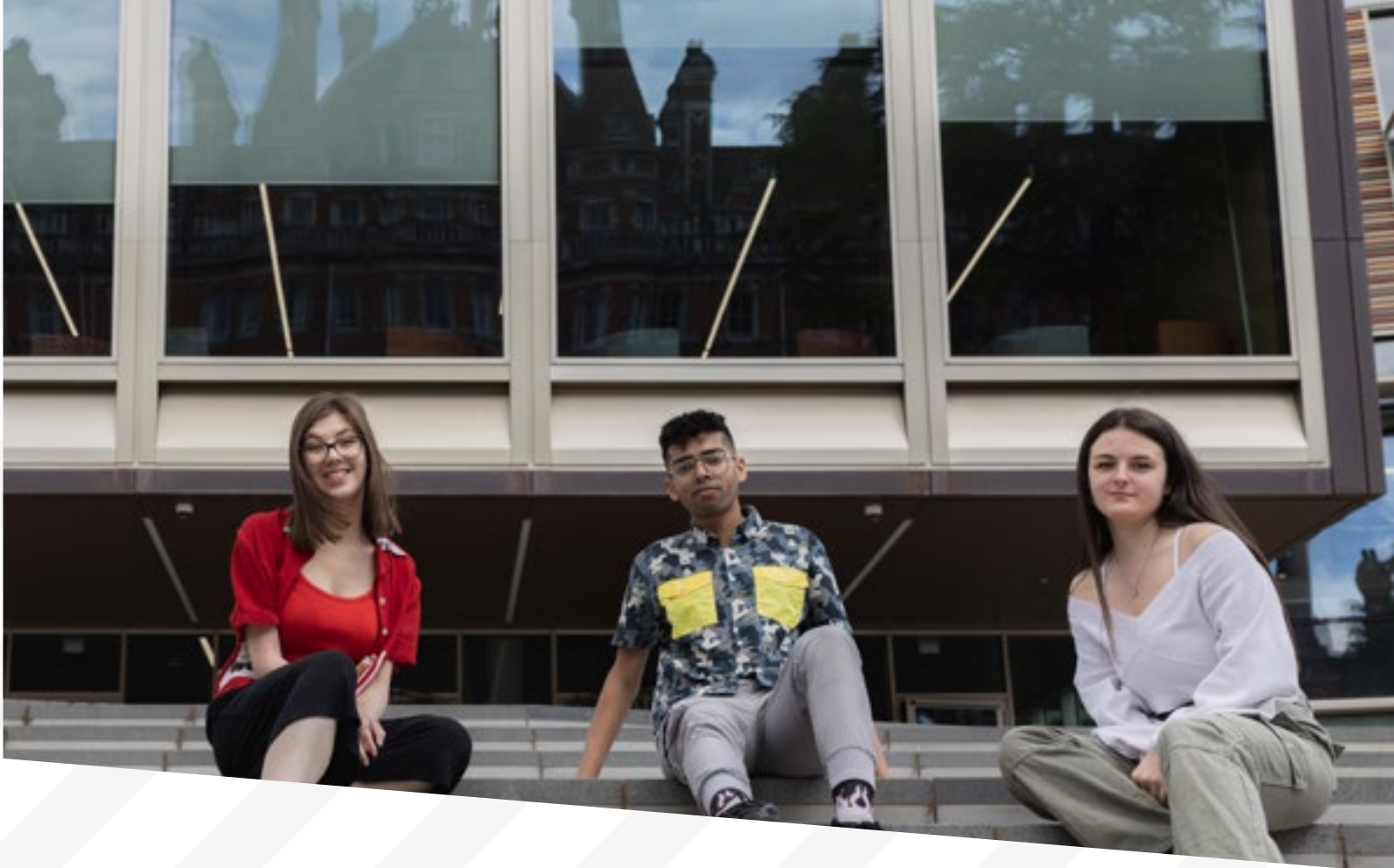


# Our 22/23 officers.

Every year the student body elects four sabbatical officers to work full-time in the Students' Union for a year.

They work on a range of issues relating to student life, listening to student thoughts and opinions while running campaigns and working with the relevant people and bodies to implement positive policy changes.

Each officer has a portfolio area that sees them take on responsibility for a different area within the organisation, together deciding its strategic direction.



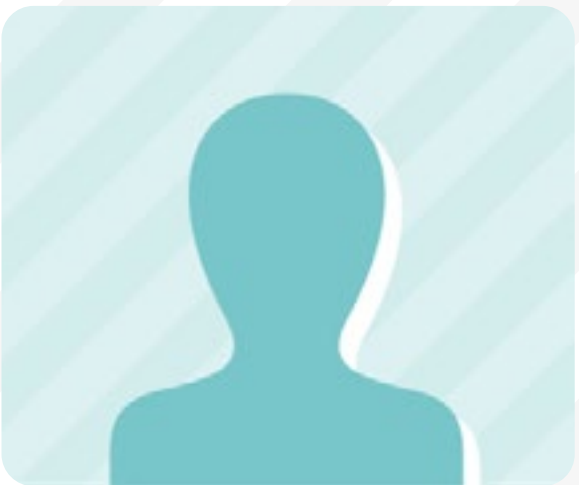
## Maia Jarvis - President

The Students' Union President is the Chair of the Board of Trustees, sits on the highest decision-making committee at Royal Holloway, College Council, and is the figurehead of the Students' Union.



## Shrijeet Shrey - Vice President Education

Not only is the Vice President Education the Deputy President of the Students' Union but they also sit on a number of high-level committees including Academic Board where the academic strategy of the College is decided.



## Vacant - Vice President Wellbeing & Diversity

With a focus on liberation campaigns, mental and physical health provision and general wellbeing issues, the Vice President Wellbeing & Diversity is a key voice for campaigning on campus.



## Hannah Hockin - Vice President Societies & Sport

The Vice President Societies & Sport has joint overall responsibility for developing the support the Students' Union offers to student groups on campus.



# Our strategy.

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Our mission is simple: **we're here to make student life better at Royal Holloway.**

We review our strategic plan every two years to ensure we're focusing on the right areas, with our current plan taking us through to 2024 and focusing on the following five aims:

1. Improve students' education
2. Make campus fun
3. Look after students' wellbeing
4. Make students more employable
5. Empower students to change the world around them

But we don't simply focus on what we do, we also care about how we do it and recruiting the right people is critical to our achievement of this.

You can read the full plan at [su.rhul.ac.uk/strategy](https://su.rhul.ac.uk/strategy).



# Our values.

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We have five values that people across the organisation share. They represent the expectations we have for ourselves and each other, they guide our day-to-day decisions and the behaviours that we champion.

## Student focused.

We understand without doubt that we exist for our members. We make sure we know how their needs are changing. We adapt.

## High quality.

Quality is fundamental to achieving results. We go above and beyond expectations. We channel our energy into making things better and change or stop things that aren't working.

## Inclusive.

We champion and celebrate the importance of diversity, equality and liberation consistently through our work. We are ambassadors for our organisation and speak out if something is not right.

## Brave.

We embrace change and opportunity and we are not afraid to try new things. We are ambitious and constantly look for new approaches to doing things.

## Trustworthy.

We make decisions based on our values and take responsibility for them, admitting if we get something wrong. We communicate with integrity, even when the message might be difficult.

# The role.

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Being a Trustee of a Students' Union is very similar to being a Trustee of any other charity.

You'll be responsible for:

- Reviewing the organisation's long term strategy, and monitoring the progress of the strategy in line with the organisations aims and KPIs.
- Establishing and monitoring policies and procedures to ensure compliance with statutory obligations.
- Ensuring that the charity is carrying out its purposes for the public benefit.
- Providing oversight of core functions, including finance, HR and legal issues.
- Recruiting and supporting senior staff in the organisation, through the Chief Executive.
- Acting as an ambassador for the organisation

But it also includes some things you may not expect, such as:

- Supporting elected students and student officers in their duties as trustees.
- Attending our annual Summer Ball and other award ceremonies

You'll need to be available to attend meetings on a quarterly basis.



# Your skills.

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First and foremost we're looking for people who share our values of being student focused, inclusive, brave, high-quality and trustworthy. But more specifically this means:

- Commitment to the organisation with willingness to devote the necessary time and effort to perform an effective role.
- Strategic vision and ability to think creatively.
- Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- Ability to work effectively as a member of a team.
- Good, independent judgement and ability to challenge ideas constructively.
- Tact and diplomacy, impartiality, fairness and the ability to respect confidences.
- Strong communication and interpersonal skills.
- Adherence to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- Must be at least 18 years old.

We're particularly keen to hear from individuals with commercial acumen, charitable fundraising, and Higher Education knowledge and experience.



# Next steps.

Application is via email. Please send the following documents to Chief Executive, Suzy Stevenson, at [suzy.stevenson@su.rhul.ac.uk](mailto:suzy.stevenson@su.rhul.ac.uk).

- An up-to-date CV.
- A two-page covering letter outlining why you want to volunteer, and what skills/experience you can bring to the role.

We are reviewing applications on a rolling basis.

## The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days.

As part of the charity's governance and annual reporting, the organisation is required to submit trustee contact details to the Charity Commission, including disclosure of any declaration of interests, conflicts and third party transactions (in accordance with FRS 102 section 33 and the Charities SORP 2015).



## Data protection when applying for a role at RHSU.

We're committed to data protection and it's important to know what's happening with your data when you apply for a job role. That means we'll only use the information you supply for the purposes of progressing your application (or to fulfil legal or regulatory requirements if necessary) and we'll never share your information with any third parties for marketing purposes or store it outside of the European Economic Area.

For detailed information on data protection during the recruitment process head over to [su.rhul.ac.uk/privacy](https://su.rhul.ac.uk/privacy).

## Equal opportunities.

We're committed to ensuring our workforce accurately reflects the diversity of the world we live in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

All candidates will be treated equally and all appointments made on merit. If you have any questions about any of the roles, please don't hesitate to get in touch with us at [surecruitment@su.rhul.ac.uk](mailto:surecruitment@su.rhul.ac.uk).