



RECRUITMENT PACK:
**HEAD OF FINANCE
AND RESOURCES**

Welcome.

Thank you for your interest in joining Royal Holloway Students' Union (RHSU).

Working in a students' union is a unique experience where a collection of like-minded individuals come together to champion students' interests.

If you're passionate about being part of an organisation that challenges the status quo to deliver real change and unforgettable experiences, you've come to the right place. Whether it's offering helpful advice on that nagging academic issue, campaigning for changes on campus, or laying on great events and extracurricular opportunities, we cover a lot of bases.

By downloading this pack, you've already taken the first step towards joining our mission of making student life better at Royal Holloway. Our new strategy Building Community, Leading Change launches in the Autumn of 2024 and you'll play a key role in helping us to deliver on our mission.

The rest of the pack covers everything about the SU including how we work, our generous benefits package, and the strategy that drives us forward as an organisation. If you like the sound of what we have to offer, we look forward to hearing from you!



Contents.

02 WELCOME.

04 A BIT ABOUT US.

08 OUR OFFICERS.

10 OUR STRATEGY.

11 OUR VALUES.

12 BENEFITS.

14 OUR STRUCTURE.

17 THE ROLE.

21 PERSON SPECIFICATION.

23 HOW TO APPLY.

A bit about us.

The Students' Union is a student-led organisation that represents 11,500+ students across our Egham and Central London campuses. The activities and services we offer are really wide-ranging and include things like supporting 160 student-led Communities, and ensuring we represent students' academic interests. We offer free and independent advice through our professional Advice Centre, put on loads of free events with our Give It A Go programme, and run 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 commercial 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 University, we are an independent 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 lay 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.

Board of Trustees.

President and Chair of the Board	Sharanya Sivarajah
Vice President Education	Madelaine Gray
Vice President Wellbeing & Diversity	Olivia Davies
Vice President Societies & Sport	Bana Asqalan
Student Trustees	Oliver Case Tomasz Ostrowski Vacant
Lay Trustees	Lydia Halls Mike Johnson Mobin Rana Rory Shanks Nicholas Yassukovich

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 RHSU.

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 Leadership Team which has specific responsibilities for implementing the day-to-day management of the Union.

We employ a full-time team of c.50 permanent staff and 300 student staff. Last year, we paid over £800k into students' pockets through employment opportunities with us.

Our finances.

The Students' Union has two main sources of income – an annual grant from the University and the income generated through our Commercial 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.

Leading on research and insight that can positively influence students' academic and co-curricular student experience, we ensure effective representation locally, regionally and nationally. Our sabbatical officers sit on University committees and engage with key stakeholders to ensure we build stronger student voice and advocate for students.

Our departments.

We have three distinct departments: Community Engagement; Commercial Services; Finance and Resources.

Community Engagement.

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

This is a wide-ranging area that encompasses academic representation, elections, and supporting our 160 student-led Communities which range from societies, media outlets and sports clubs to our inclusion and academic communities.

Commercial Services.

We operate a range of commercial services to enhance student experience on campus: the SU Venue, Medicine, The Packhorse, and the Union Shop.

These services enable us to employ over 300 student staff who gain valuable transferable skills, as well as lifelong friendships.

We also run a weekly Market Day during term time featuring fresh fruit and veg, bread and pastries, and a range of international street food stalls.

Finance and Resources.

This department is responsible for everything from finance and processing our £6m annual turnover, to our people and culture team, and the recruitment and engagement of our permanent and student staff workforce, to broader compliance and IT infrastructure.

Our 24-25 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.



Sharanya Sivarajah 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.



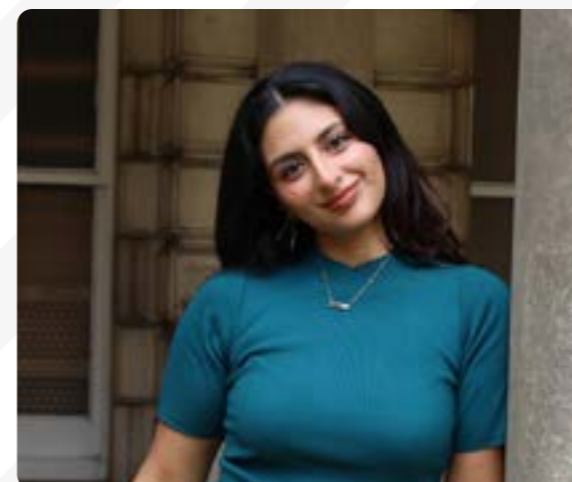
Madelaine Gray VP Education

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 University is decided.



Olivia Davies VP 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.



Bana Asqalan VP 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.

Our overall mission is to make student life better at Royal Holloway but how do we achieve this?

We are excited to launch our brand new strategy
Building Community, Leading Change for 2024-2027.

Strategic Aims:

- Building Communities for all Students
- Building Stronger Student Voice and Representation
- Providing Inclusive Activity and Spaces
- Providing Advice and Advocating for Students

Enabling Themes:

- People and Culture
- Physical and Digital Infrastructure
- Well-Governed and Sustainable

Enabling our purpose and strategic aims, these areas form the backbone of our plan. Firstly, we must recruit great people who share our values and believe in our mission, fostering a collaborative and inclusive culture. Next, we must get our governance in order and invest in our physical and digital infrastructure to ensure it is fit for purpose. We also need to think sustainably in our everyday practices to ensure RHSU and the environment can thrive for years to come.

Want to read more about our strategy? Head to su.rhul.ac.uk/strategy.



Our values.

Our core values guide our work and behaviours and we're proud to be an organisation that challenges the status quo, whilst being a fun place to work.

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.

Benefits.

Get that work-life balance right.

It's vital to us that our staff can enjoy life outside of work, so we've built an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

You'll get 22 days of annual leave (rising by one day each year up to a maximum of 27 days), bank holidays, and up to seven discretionary days over the festive period. We'll also give you a bonus day off to celebrate your birthday and half a day to celebrate a 'milestone moment' e.g. special anniversary, graduation, first day of school, or welcoming a new pet.

Hybrid working + flexible leave.

We operate a hybrid working policy where employees are expected to spend at least 60% of their working time on-site (this may be higher depending on the operational requirements of the role). You can also expect a flexible approach to working arrangements over the summer.

As part of our efforts towards becoming a more inclusive employer, our new leave policy allows a more flexible approach to bank holidays and discretionary days for employees who wish to celebrate other faith-related events, without the need to use their annual leave entitlement.

Personal development.

We're all about professional development here at the SU, so we put aside a specific training and development budget to ensure you can build your knowledge and be set up for future success. We offer up to 2.5 days of development leave for staff to study, volunteer or pursue other initiatives.



Financial support tools.

We are signed up to Wagestream, meaning our staff have access to a range of free financial support tools, built around flexible pay. This includes advance access to up to 50% of your 'earned' wages at any time should you need it before payday. On top of this, we also offer:

- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)
- Fertility leave
- Life assurance
- Employee assistance programme
- Health cash plan
- Free eye tests
- Cycle to work scheme and season ticket loan
- Access to SU events
- Free car parking
- Relocation assistance package (up to £1000)

RHSU Rewards.

As a staff member, you'll benefit from a 10% discount at our venues and earn loyalty points which can be redeemed against future purchases.

Student discounts.

Finally, with a university email address, you'll have access to a world of student discounts and special offers through the likes of UNiDAYS and Student Beans. Whether you're after a new outfit, top tech or food delivered straight to your door, there is bound to be a code waiting for you.

Our structure.

Senior Management Team

Senior Leadership Team

Chief Executive Officer

Tony Logan

Chief Operating Officer

Max Ross

Interim Head of Finance

Kristy Field

Head of Community Engagement

Dan Curran

Deputy Head of People

Angelika Martyna

Deputy Head of Venue Operations

Frankie Foley

**Deputy Head of Marketing,
Communications & Insight**

Stu Baillie

Vacant

*Chart shows permanent staff team only

Staff Team



COMMUNITY ENGAGEMENT

>> Student Opportunities.

Student Opportunities Manager
Societies Coordinator
Sports Clubs Coordinator
Helpdesk Coordinator
Student Opportunities Project Coordinator

>> Student Voice.

Student Voice Manager
Academic Communities Coordinator
Community Engagement Coordinator
Research & Insight Coordinator

>> Advice Centre.

Advice Centre Manager
Graduate Advisor (x2)

>> Marketing & Communications.

Senior Design & Digital Coordinator
Interim Senior Communications Coordinator
Social Media Coordinator
Advertising & Media Sales Coordinator
Graphic Designer

COMMERCIAL SERVICES

>> Entertainment & Events.

Entertainment & Events Manager
Membership Events Coordinator
Venue Technician

>> Licensed.

Venues Manager
Venues Assistant Manager (x3)
The Packhorse General Manager
The Packhorse Deputy Manager
The Packhorse Grill Chef
Trading Services Admin Assistant

>> Retail.

Union Shop Manager
Union Shop Deputy Manager (x2)
Union Shop Duty Manager
Administration Coordinator
Union Shop Assistant (x3)

>> Premises.

Facilities and Maintenance Assistant

FINANCE AND RESOURCES

>> Finance.

Senior Finance Coordinator
Finance Coordinator (x2)

>> Human Resources.

Senior HR Advisor
HR & Training Coordinator

A LITTLE ABOUT US



300+ STUDENT STAFF

50 PERMANENT STAFF

£808,021

01/08/23 - 31/07/24

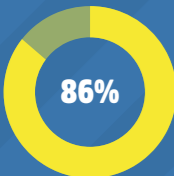
PAID TO STUDENT STAFF, PUTTING MONEY STRAIGHT BACK INTO THEIR POCKETS

CONGRATS!

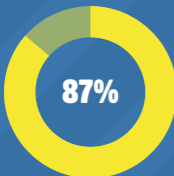


AWARDS HANDED OUT ACROSS COLOURS BALL SOCIETY AWARDS, AND REP AWARDS

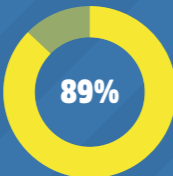
12,822 votes cast in the Leadership Elections



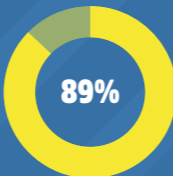
Staff say they can work flexibly when appropriate



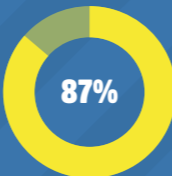
Staff feel colleagues trust and respect each other



Staff feel that their work contributes to the organisation's performance



Staff agree it's common practice for experienced colleagues to coach and mentor new starters



Staff feel they are treated with fairness, respect and dignity at work

Results taken from our 2024 Employee Engagement Survey

Head of Finance and Resources

Responsible To:	Chief Executive Officer
Responsible For:	Deputy Head of Finance; Deputy Head of People
Contract Type:	Permanent, full-time
Location:	Egham (hybrid working considered)
Hours of Work:	35 hours per week. Some unsociable hours may be required to support flagship events, such as Welcome or Summer Ball.
Salary:	£57,299 - £63,833 (Grade 9)
Purpose of Role:	<p>The Head of Finance and Resources is a member of the Students' Union's Senior Leadership Team, with shared corporate responsibility for the management of all services and activities undertaken by the organisation.</p> <p>The post-holder provides strategic leadership for the Finance and Resources Department and is therefore responsible for the development and implementation of RHSU strategy relating to finance, people and culture, governance and digital infrastructure. The post holder will ensure the delivery and resourcing of operating plans, policy and operating procedures to ensure that the Union delivers its strategic objectives across its support services.</p> <p>Alongside the Chief Executive Officer and wider management team, the role will lead on developing the strategic financial and people and culture goals for the organisation, ensuring viability in line with the mission, aims and values. They will also act as lead for organisational digital change projects that enable us to be more efficient, well governed and sustainable.</p>

Strategic Alignment: The Head of Finance and Resources will make a significant contribution to the overall strategic success of the organisation, by working with the Chief Executive Officer, Senior Leadership Team and management teams.

The post-holder will play a key role in the delivery of our new strategic enabling themes:

- People and Culture
- Well Governed and Sustainable
- Physical and Digital Infrastructure

Key Responsibilities.

Strategic Management and Leadership

- To support delivery of the Union’s Strategic Plan and to develop relevant annual and multiyear plans for areas of the department as appropriate and requested.
- To be a key interface for the Board of Trustees and committee adviser to the Finance, Staffing and Risk Committee.
- To support the Chief Executive Officer and Leadership Team in the identification and effective management of strategic and operational risks.
- To develop, monitor, deliver and review operating and financial plans for the department to ensure delivery of the Union’s strategic and financial aims.
- To work in partnership with the Sabbatical Officers, providing advice, support, coaching and assistance with the delivery of objectives as appropriate.
- Work collaboratively with Sabbatical Officers and Senior Leadership colleagues to form an effective Leadership Team with collective responsibility for the whole Union.
- To take lead responsibility for relevant themes of the strategic plan as requested.
- To lead on the development and implementation of policies and procedures within the Finance and Resources Department.
- To ensure compliance with regulatory and legal obligations related to finance, HR, IT security, data management and insurance.

People Management

- To lead by example including upholding our values.
- To be the senior manager responsible for the People and Culture Plan and all HR related matters.

- To provide leadership, direction and coaching for direct reports and relevant staff across the Union.
- Recruit, induct and manage direct reports in line with the organisation’s policies and procedures, supporting them to grow personally and professionally.
- Ensure appropriate systems and processes are in place to manage the performance and support the development of the staff team.
- Along with other managers, ensure the ongoing development of Union staff and officers by leading a learning and development culture.
- Where appropriate, prioritise providing our members with employment when planning the delivery of services, and to ensure that the employment experience for Student Staff provides learning and development opportunities where possible.

Financial Management

- Responsible for the design and implementation of the Union’s annual budget management process and income and expenditure budgets of circa £7m.
- Lead the in-year and multi-year financial forecasting process in partnership with the Senior Leadership Team.
- To ensure internal finance controls and records are maintained throughout the organisation in accordance with legislation and best practice.
- To be a key adviser to sub-committees of the Board, particularly the Finance, Staffing and Risk Committee.
- To lead the Union’s annual external audit process and implementation of recommendations.
- Take overall responsibility for the accuracy of financial records, including but not limited to the organisation’s VAT returns, payroll & pensions, fixed asset portfolio and funds.
- To oversee and take responsibility, via delegated budget holders, for the Finance and Resources Department budgets.
- To oversee production of annual budgets in these areas and to report on any variances to these budgets on a monthly basis and as required.
- To ensure that best value for money is obtained at all times and to be accountable for the security of all resources.
- To develop a culture of financial literacy for all staff and Trustees through effective induction and training.

Service Development and Delivery

- Lead on the strategic direction and operational delivery of the Finance and People functions of the Students’ Union, ensuring an effective, responsive and proactive service is provided across all departments.
- Own contract management for the organisation, including implementation of fair and transparent procurement processes and contract monitoring. This covers areas such a business insurance, and other high value operational contracts.
- To review and develop service level agreements or memorandums of cooperation with the University covering areas such as IT services, data sharing and block grant funding.
- To lead and/or provide oversight and support for the development of strategies, plans or change projects to ensure our digital infrastructure is robust and evolves to meet the developing needs of all service users.
- To lead a culture of continuous improvement to develop our standards and services.
- To work closely with the Chief Executive Officer and Senior Leadership Team to ensure the organisation is well governed with adherence to our constitution and any Memorandum of Cooperation with the University or partners.
- To ensure the Union remains compliant with all laws and regulations in respect of financial management and reporting, employment law, company law and data protection.
- Assume the role of trusted advisor, ensuring the timely provision of accurate and relevant information to inform strategic decision making across the organisation, including preparation and delivery of high-quality written reports for the Students’ Union and university, in line with statutory requirements (Charities Act 2011, Education Act 1994).

Health and Safety Management

- To have overall responsibility for Health and Safety matters within the department, ensuring that the Union’s Health and Safety Policy and appropriate legislation and best practice is adhered to.
- To provide leadership on health and safety management within the department and report to the relevant committees as and when required.
- Comply with and actively promote relevant health, safety and wellbeing policies, seeking to minimise hazards for others and nurture a healthy organisation.

Ethical and Environmental Management

- To provide leadership of equality of opportunity, challenging discrimination, championing diversity and promoting inclusiveness.
- To provide leadership of ethical and environmental issues and compliance with relevant legislation and Union Policy.
- To identify and achieve best practice models for ethical and environmental management as appropriate.

Other Duties.

- To attend appropriate meetings and develop reports as and when required by the Union.
- To abide by the Union’s Constitution, policies and procedures and all relevant University policies and regulations at all times.
- To contribute to the positive image of the Union with students, the University and the local community.
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Chief Executive Officer.

Person Specification.

EDUCATION AND TRAINING	ESSENTIAL	DESIRABLE
Educated to degree level or appropriate management or professional qualification equivalent.	x	
CCAB, ACCA, ACA or CIMA accounting qualification with evidence of continued professional development.		x
EXPERIENCE		
Experience of senior level management and leadership in a similar sized organisation.	x	
Experience managing a finance function within an organisation of comparable size and complexity, with experience in management accounting preferred.	x	
An excellent understanding of charity regulation and governance, with experience of working with a board of trustees of a charity.	x	
Demonstrable experience of building and sustaining effective working relationships with internal and external stakeholders.	x	
Experience of project and change management and business analysis, preferably within the charity or education sectors.	x	
Experience of developing and/or supporting the design and implementation of strategic plans from conception through to delivery.	x	
Experience of working across Higher Education, membership organisations or charities that support volunteers.		x
Experience of implementing digital technologies to streamline services, find efficiencies and be more data-led in decision making.		x

KNOWLEDGE

Knowledge and evidence of continued professional development regarding, key relevant legislation particularly in relation to charity finance, VAT, payroll & pensions, employment law, data protection.	x
Advanced IT skills – with expert level Microsoft Excel and an aptitude in database management.	x
Knowledge of good governance practices in charities.	x
Knowledge of structures, issues, and trends affecting higher education, students' unions and the wider charity sector.	x

SKILLS AND ABILITIES

An ability to think strategically and develop long-term plans for services.	x
An ability to communicate to a wide range of individuals from diverse backgrounds, using both written and verbal techniques.	x
An ability to solve complex problems and to inspire an innovative and collaborative culture, enabling delivering of outstanding services to staff and our members.	x
Resilient with an ability to work in a fast-paced and changing environment, under pressure and to deadlines, with an eye for detail.	x
Ability to effectively manage and develop teams.	x

VALUES, ATTITUDES & PERONAL STYLE

A commitment to role modelling organisational values.	x
Evidence of commitment to continuing personal and professional development.	x
A self-aware and compassionate leader with a commitment to equality of opportunity who values diversity and removes barriers to equality.	x
Leads the development of a high-trust organisational culture that encourages collaboration and innovation.	x
An excellent role model who promotes high standards of probity, integrity and honesty.	x
A strong commitment to working in a democratic and student-led environment.	x

Next steps.

How to apply.

Application closing date: Monday 14 October (12:00 noon)

First stage interviews (remote): Week commencing 21 October

Final stage interviews (in person): Week commencing 4 November

Your application.

Please ensure you have read the recruitment pack carefully before applying.

On the online application form you will be asked the following questions related to the role:

- Why are you interested in applying, and how do you feel your personal values align with our organisational values?
- What are the key achievements and outcomes within your career that make you a strong candidate for the role?
- Summarise your experience in a senior level role encompassing finance along with other areas of corporate resources or operations such as HR, IT, governance or compliance.

You may wish to prepare your answers to the questions on the form in a separate document, to avoid losing your responses before you submit them.

If there is anything we can do to make our selection process, including the application or interview, as accessible as possible for you, then please get in touch to let us know.

[Click here to apply](#)

For an informal conversation about the role and application process please contact our recruitment partner Jamie Reynolds at Marble Mayne Recruitment:

jamie@marblemayne.co.uk / 07956 930759





The legal stuff.

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

Successful applicants will need to submit proof of eligibility to work in the UK before employment. After an offer of employment is made, a copy of the document submitted will be held in accordance with the Data Protection Act 2018 and UK GDPR.

Data protection.

As the trusted recruitment partner of RHSU, at Marble Mayne we are 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.

There will be an opportunity on the application form to opt in for future correspondence about relevant job opportunities if you so wish.