



RH SU

ROYAL
HOLLOWAY
STUDENTS'
UNION

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

RECRUITMENT PACK:
GRAPHIC DESIGNER



@SURHUL

Welcome.

Royal Holloway Students' Union (RHSU) is an ambitious organisation that has students at the heart of our aims: to improve their education, make campus fun, look after their wellbeing, make them more employable, and ultimately empower them to change the world around them.

The Marketing, Communications & Insight team plays a central role in delivering these aims. From crafting campaign messages on issues such as mental health awareness through to designing artwork for our late night events, the demand for marketing services continues to increase. The result of this is a fast-paced environment, where no two days are the same.

We're looking for an exceptional individual who lives and breathes graphic design to drive us forward as we seek to set the standard in the Students' Union sector. This role is ideal for someone that wants to flex their creative muscles and have the freedom to experiment across different mediums. We want bold, cutting edge design that resonates with our members so you'll have your finger on the pulse when it comes the latest trends.

You'll also be a master of the Adobe Creative Cloud, with experience using Illustrator, Photoshop and InDesign. You'll know why and when to use each tool, passing this knowledge on to our student designers as you develop their skillset.

Have a look through the rest of this pack for more specific information about the role and the organisation, and if you'd like an informal chat feel free to contact me at **callum.mitchell@su.rhul.ac.uk**

Callum Mitchell

Senior Design & Digital Coordinator



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A bit about us.

The Students' Union is a student-led organisation that represents 12,000+ students at Royal Holloway, University of London. The activities and services we offer are really wide-ranging and include things like supporting c.140 student-led sports clubs and societies, and ensuring academic representation on every course. 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 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 University, 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.

Board of Trustees.

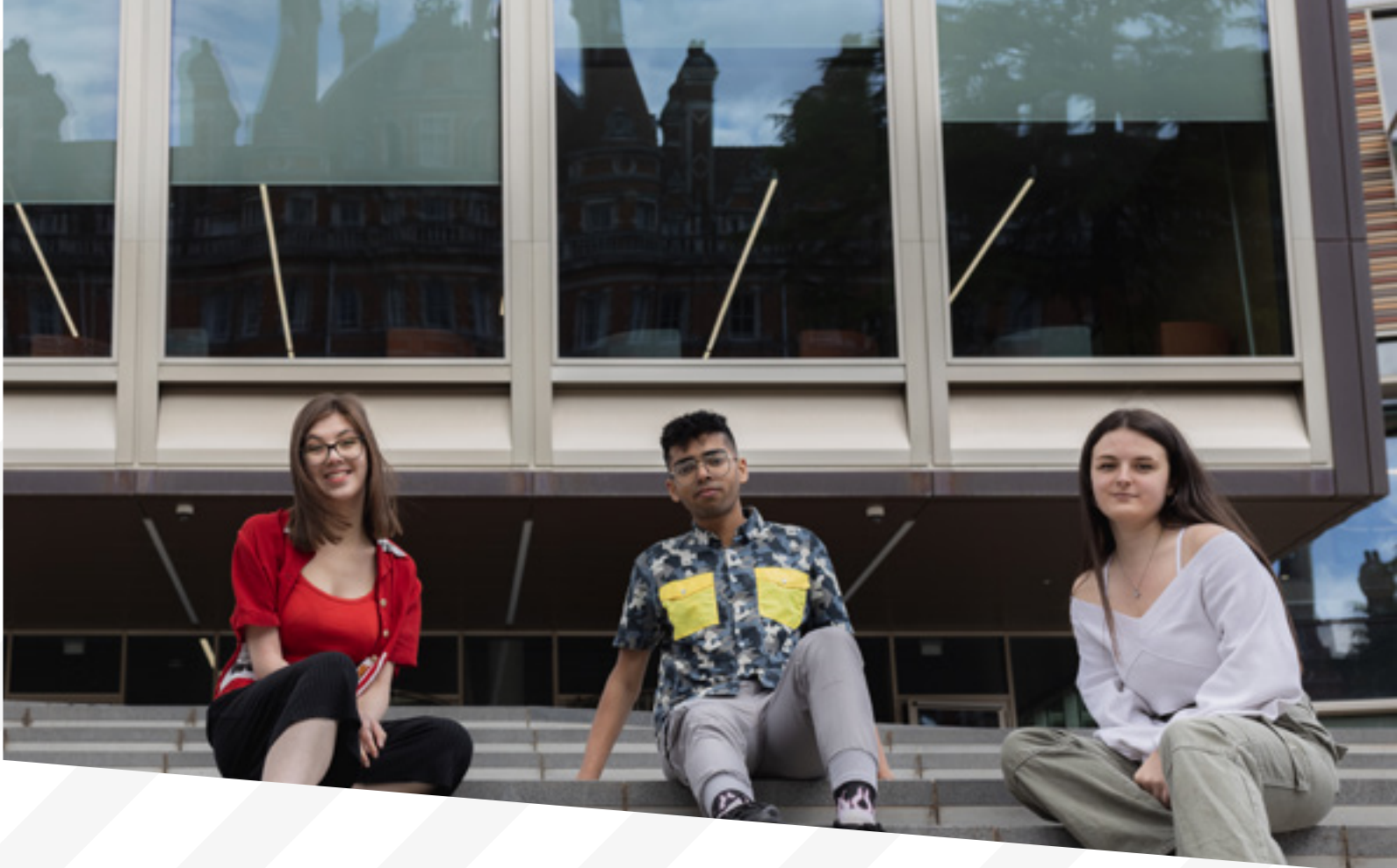
President and Chair of the Board	Maia Jarvis
Vice President Education	Shrijeet Shrey
Vice President Wellbeing & Diversity	Vacant
Vice President Societies & Sport	Hannah Hockin
Student Trustees	Isaac Crosby
	Molly Taylor
	Vacant
External Trustees	Justin O'Brien
	Rory Shanks
	Peter Elliot
	Jane Broadbent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

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.

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.



Our values.

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.

Benefits.

Get that work life balance right.

We're really passionate about our staff members being able to enjoy life outside of the workplace so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

First up, you can forget about working over Christmas and New Year ever again as we give you up to seven discretionary days over the festive period. And, that's on top of the 22 annual days of contractual leave you get a year (rising by one day each year up to a maximum of 27 days) plus bank holidays, for a total of at least 37 days off a year.

That's not all. Should your birthday fall on a work day you'll also get that off as well so you can do something fun. On top of this we also offer:

- 1pm finishes on alternate Fridays during July and August
- Assisted conception leave
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)

Away from annual leave we'll always try and be flexible around your life where possible. Need to pick up the kids from school? We'll look at how we can make that work. Got to get the car in for its MOT? We can sort out a late start.

There's loads of little bits like this that come up in life and we're always willing to ensure you don't have to fret about what that means for your job. We're also pretty flexible with our working day and open to discussing all options that may be on the table.



Lap up those student discounts.

Ever get jealous you can't get discounted Spotify? Well, that's a thing of the past as we dish up a free TOTUM card for all staff members, opening up the door to a world of student discounts and special offers.

Talking about discounts, we also offer free hot drinks from our bar if you fancy a midday pick me up.

More freebies than you can shake a stick at.

Freshers' Festival is famous for the amount of free stuff that students get their hands on and as a staff member at the SU you'll also have a chance at getting in on the action. Free pizza, bottle openers, pot noodles, protein powder... you get the idea.

Alongside this, every staff member gets four free tickets to our Summer Ball (worth £300) which is held in Founder's Building every June. Think of it as a huge one day festival with 3500 students, two major stages with headliners such as Rudimental and Chase and Status, food stalls, fun fair rides and more. And if you drive to work you'll also get free parking on campus. Sometimes it's the small things that matter most.

Development and training for days.

We're all about professional development here at the SU, so we put aside specific training and development budgets to ensure you can build your knowledge and be set up for future success.

We also believe in offering academic opportunities to staff and will support you in your pursuit of qualifications. This extends to financial support alongside study leave to ensure you have the time you require to exceed and excel.

Make a difference.

You'll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You'll be joining a team of smart, friendly people who really care about the sector they work in where everything they do has a direct impact on the experience of over 11,000 students at Royal Holloway.

Despite the hard work, it's a sociable environment where we value the interactions between our team, be that at our monthly coffee and pastry catch-ups or at the pub after a busy week.

Get fit and have fun.

Fancy cycling to work? We have a ride to work scheme to help you purchase a new bike for your commute - there's also a season ticket loan scheme should you get the train in. And if hitting the weights is more your scene, we offer reduced price gym membership at the on campus sports centre.

And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of up to £1500 to individuals moving within 30 miles of Egham.

Finally, we want you to have peace of mind while working at the Students' Union and offer a death in service benefit, the cost of which is covered by the organisation. This is equal to four times your annual salary which is paid to your nearest or nominated relation should the worst happen.

A LITTLE ABOUT US

418

EVENTS HELD ACROSS OUR VENUES

3,809

STUDENTS INVOLVED IN AT LEAST ONE SOCIETY OR MEDIA GROUP

1314

STUDENT CASES DEALT WITH BY OUR ADVICE CENTRE

84

UNIQUE GIVE IT A GO EVENTS ATTRACTING 2,894 STUDENTS

153

ACTIVE AND RATIFIED STUDENT GROUPS

300+

STUDENT STAFF

50

PERMANENT STAFF

RH
SU | ROYAL
HOLLOWAY
STUDENTS'
UNION

£650,000

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

111

THANK YOU

111 VALUES AWARDS GIVEN OUT
TO STUDENT AND PERMANENT
STAFF FOR EXCEPTIONAL
PERFORMANCE

£4.5m in funding for the charity that was self-generated

91%

STAFF RECEIVE SUPPORT AND
ENCOURAGEMENT FROM
COLLEAGUES AT WORK

92%

STAFF FEEL IT IS COMMON
PRACTICE FOR EXPERIENCED
COLLEAGUES TO COACH MENTOR
NEW STARTERS

93%

STAFF TRUST AND RESPECT
THEIR COLLEAGUES

92%

STAFF FEEL THEY ARE ABLE
TO WORK FLEXIBLY WHEN
APPROPRIATE

91%

STAFF FEEL THEY ARE
TREATED WITH FAIRNESS,
RESPECT AND DIGNITY AT
WORK

Our structure.

Senior Management Team

Senior Leadership Team

- Chief Executive Officer**
Suzy Stevenson
- Chief Operations Officer**
Max Ross
- Head of Membership Engagement**
Dan Curran
- Head of Finance & Digital Transformation**
Katie Marriner
- Deputy Head of People**
Angelika Martyna
- Deputy Head of Finance**
Taina Nicolicin
- Deputy Head of Marketing, Communications & Insight**
Stu Baillie
- Deputy Head of Venue Operations**
Frankie Foley

Staff Team



- Trading Services**

>> Entertainment & Events.
Entertainment & Events Manager
Deputy Entertainment & Events Manager
Events & Bookings Coordinator

>> Licensed.
Medicine Manager
SU Nightclub Manager
Assistant Venue Manager
Tommy’s Kitchen Manager
Tommy’s Kitchen Cook
The Packhorse General Manager
The Packhorse Deputy Venue Manager
The Packhorse Assistant Manager
The Packhorse Grill Chef
Trading Services Admin Assistant

>> Retail.
Union Shop Manager
Union Shop Deputy Manager x2
Graduate Assistant Manager
Union Shop Duty Manager
Administration Coordinator
Union Shop Assistant x3

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>> Premises.
Facilities and Maintenance Assistant
- >> Advice Centre.**
Advice Centre Manager
Graduate Advisor x2
- >> Student Voice.**
Student Voice Manager
Academic Communities Coordinator
Representation & Democracy Coordinator
Research & Insight Coordinator
- >> Student Opportunities.**
Student Opportunities Manager
Societies Coordinator
Sports Clubs Coordinator
Membership Events Coordinator
Helpdesk Coordinator
Student Groups Admin Assistant
- >> Marketing, Communications & Insight.**
Senior Communications Coordinator
Social Media Coordinator
Senior Design & Digital Coordinator
Graphic Designer
Advertising & Media Sales Coordinator
- >> Finance.**
Senior Finance Coordinator
Finance Coordinator
Stock & Bookings Coordinator
- >> Human Resources.**
Senior HR Advisor
HR & Training Coordinator

*Chart shows permanent staff team only

Graphic Designer

Responsible To:	Senior Design & Digital Coordinator
Responsible For:	Student Graphic Designer
Contract Type:	Permanent, full time
Hours of Work:	<p>35 hours per week (excluding 30 minute daily unpaid lunch break).</p> <p>Monday-Friday, hours can be arranged in line with RHSU's flexible working approach and to suit the needs of the organisation.</p> <p>Some unsociable hours may be required at certain points in the year.</p>
Salary:	£25,038 - £27,949, candidates are usually expected to start on the lower end of the salary bracket.
Purpose of Role:	To support the Senior Design & Digital Coordinator with the development and delivery of RHSU's brand presence and visual identity across all digital and print outlets.
Strategic Alignment:	<p>This role will make a significant contribution to the overall strategic success of the Union, ensuring that our messaging resonates with members when pursuing our big ideas.</p> <p>Specifically, the Graphic Designer will be particularly focused on ensuring the Union is meeting both our digital first ambition and effective communication enablers.</p>
Departmental plans:	The role will support the Senior Design & Digital Coordinator in delivering projects across the entire organisation to achieve its strategic aims.

Key Deliverables.

Design

- Work as part of the Design & Digital team, ensuring the creation of graphics and video content is innovative, timely and focused on our members.
- Work with a range of design mediums to achieve results including photography, illustration, animation, and video footage.
- Work with the Senior Design & Digital Coordinator to create design briefs that match brand and campaign requirements with a high-quality user experience.
- Provide advice and guidance to staff and officers regarding all aspects of design and print production.
- Liaise with suppliers and relevant stakeholders regarding production timelines and costings of design materials.
- Keep up to date with the latest design trends, techniques, and innovations.

Brand Oversight

- Act as a guardian of the Union's core and sub brands, ensuring they are consistently utilised across all design work.
- Ensure all media channels throughout the organisation are kept up to date with relevant design work e.g. Facebook cover photos, digital screens, poster sites etc.
- Provide proof reading as required.

Website

- Support the Senior Design & Digital Coordinator with the creation of wireframes and templates for the RHSU website and various microsites.

Staff & Financial Responsibilities

- Recruit and induct staff within the organisation as appropriate.
- Supervise and/or manage team members in line with the organisation’s policies and procedures, supporting them to grow personally and professionally.
- Work within an agreed budget, in line with the organisation’s scheme of delegation and financial procedures.

Organisation Wide Responsibilities

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students’ Union (for example the University).
- Comply with the Students’ Union’s constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

Person Specification.

EDUCATION AND TRAINING	ESSENTIAL	DESIRABLE
Educated to degree level or equivalent		X
EXPERIENCE AND KNOWLEDGE		
Previous industry or freelance experience as a graphic designer.	X	
Experience of managing the brand presence of an organisation across digital and print mediums.	X	
Experience of managing team members, either on a full-time, part-time, or voluntary basis.		X
Knowledge of emerging trends in graphic design and the student market.	X	
Knowledge of Adobe Creative Suite including Photoshop, Illustrator, InDesign, After Effects and Premiere Pro.	X	
Experience of using a mobile-first approach when designing for the web.		X
SKILLS AND ABILITIES		
Ability to work well under pressure, to be flexible and adapt to changes in priorities.	X	
Excellent attention to detail, from ensuring pixel perfect design through to the proof reading of design assets.	X	
Excellent written and verbal communication skills with the ability to communicate with people at all levels.	X	
VALUES		
Student Focused: Everything we do will have the students at the heart of it.	X	
High Quality: Expectations are high, and we must exceed them.	X	
Inclusive: We will offer a diverse range of activites and services which are fulfilling and accessible.	X	
Brave: We should be bold and not afraid to challenge the status quo.	X	
Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.	X	

Next steps.

Simply head over to su.rhul.ac.uk/jobs, navigate to the role you'd like to apply for and fill in your contact details. Remember to add your CV and covering letter at this point when requested by the system.

We can't accept any applications that are sent direct by email so you need to ensure it all goes through our online portal. After applying we'll be in contact via email using the address you used when filling in the application form.

Finally, we wish you the best of luck in your application. If you have any questions, you can email us at surecruitment@su.rhul.ac.uk.

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. The document submitted will be photocopied and held in accordance with the Data Protection Act 2018 and UK GDPR. This will be done after an offer of employment is made.



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.

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.