



# RH SU

# ROYAL HOLLOWAY STUDENTS' UNION

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

## RECRUITMENT PACK: **CHIEF EXECUTIVE OFFICER**

### Festival Stage

21:45 - 22:00  
22:00 - 22:45  
22:45 - 23:30  
23:30 - 00:30  
00:30 - 01:00  
01:00 - 01:45  
01:45 - 02:30  
02:30 - 03:00  
03:00 - 03:30  
03:30 - 04:00  
04:00 - 04:30

Grand Opening  
Katie Elsterman  
Old Dirty Broomsticks  
Shane Cook  
Pumped Pankaj  
Ellie Eyre (Live)  
Tory Perry  
Buck Trumpet  
Sing It Back  
DJ Tom  
Survivors' Photo

### Big Top

21:30 - 22:15  
22:15 - 22:45  
22:45 - 23:30  
23:30 - 00:30  
00:30 - 01:00  
01:00 - 01:45  
01:45 - 02:30  
02:30 - 03:00  
03:00 - 03:30  
03:30 - 04:00

Old Dirty Broomsticks  
Tom One  
OSBP Mix Mix Mix  
Tom One  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix

### Square Stage

21:00 - 21:30  
21:30 - 21:45  
21:45 - 22:00  
22:00 - 22:15  
22:15 - 22:30  
22:30 - 22:45  
22:45 - 23:00  
23:00 - 23:15  
23:15 - 23:30  
23:30 - 23:45  
23:45 - 24:00

Old Dirty Broomsticks  
Tom One  
OSBP Mix Mix Mix  
Tom One  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix  
OSBP Mix Mix Mix

f @ @  
@SURHUL

Don't forget to check out the Royal Holloway  
Festival website for more information.  
Festival is Square Stage at night - 2018  
photo credit to @surhul on Instagram



# Welcome.

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Thank you for your interest in becoming our new Chief Executive. Here at Royal Holloway Students' Union (RHSU) we are an ambitious, values-led charity that is focused on making student life better at Royal Holloway. We do this by always putting students first, working to improve their education and wellbeing, enhancing their employability and empowering them to change the world around us.

As our next Chief Executive, you will lead the team of professional staff and work alongside our elected sabbatical officers who are all dedicated to this aim. At RHSU you'll find a dynamic and fast-moving environment where no two days are ever the same. We are proud of the culture we have developed and as a team we are united by our commitment to improving the lives of our students.

This is an exciting time to join RHSU. The 2023/2024 academic year represents the final year of our current strategic plan, and this presents an incredible opportunity for our new CEO to shape and lead the organisation into the next stage of its growth and development. We are therefore looking for an experienced senior leader who can design and embed a bold, inspiring vision for our future.

As part of a close-knit, campus community you will have the unique opportunity to work collaboratively with university partners, our Trustees and local stakeholders to create opportunities for our students. Given our vibrant and busy trading activities, we are looking for someone who can demonstrate strong commercial acumen and sound financial management to ensure the ongoing sustainability of our work.



It is also crucially important that you understand the significance of student leadership and have the ability to support, guide and develop our elected officers. A natural ability to coach and guide our elected officers is a key requirement for the role.

As well as demonstrating resilience and an ability to deal with competing demands, you should be comfortable working in a rapidly changing environment where there are possibilities to innovate and be creative in finding solutions. Thank you again for your interest in this role and we hope you find the information in this pack useful. We welcome applications from those who are excited by the challenge of leading RHSU on its mission to make student life better and we look forward to hearing from you.

**Maia Jarvis**

President and Chair of the Board

# Contents.

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**02 - WELCOME.**

**04 - A BIT ABOUT US.**

**06 - OUR OFFICERS.**

**08 - OUR STRATEGY.**

**09 - OUR VALUES.**

**10 - BENEFITS.**

**11 - EQUALITY, DIVERSITY AND INCLUSION.**

**13 - THE ROLE.**

**17 - HOW TO APPLY.**



# 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

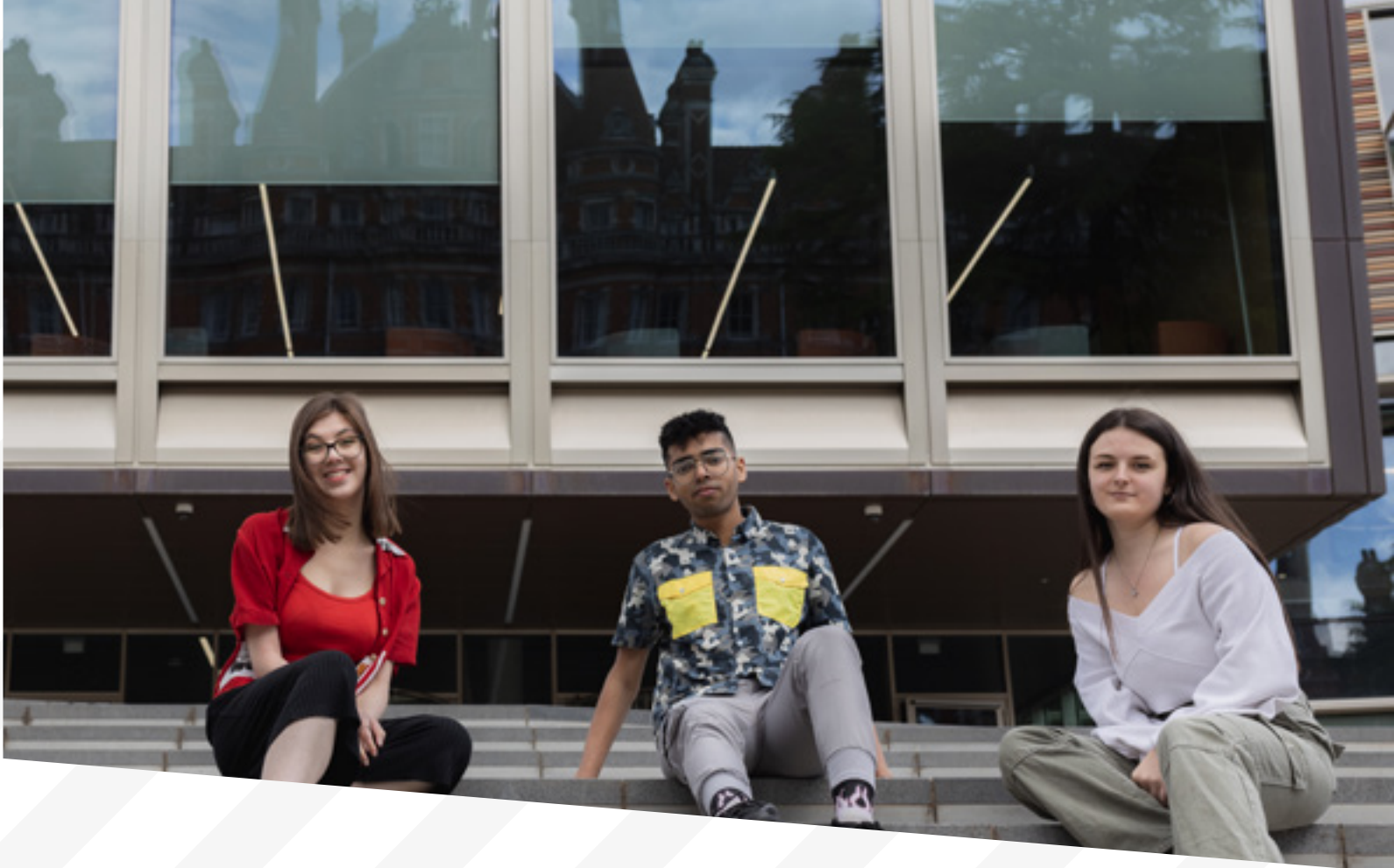


# Our 22/23 officers.

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



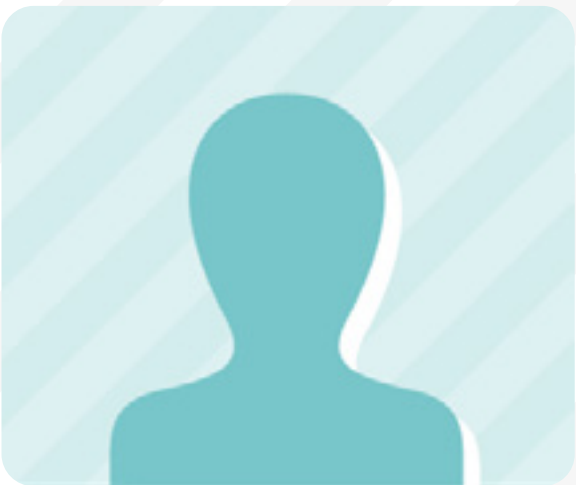
## Maia Jarvis - President

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 University 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.

# Benefits.

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The role offers a competitive salary within a band of £71,858 - £74,541 per annum. If taking on the role means you will be moving within 30 miles of the University we can also provide up to £1000 in relocation expenses.

## Get that work-life balance right.

We offer a range of benefits to our employees that includes an occupational pension scheme through NEST (National Employment Savings Trust). We're passionate about our staff members being able to achieve a healthy work life balance so we've built up an annual leave package and flexible working arrangement that stands up as one of the best in the sector.

You will receive 22 days of annual leave per year (rising by one day each year up to a maximum of 27 days) plus bank holidays and seven extra closure days over Christmas and New Year. Should your birthday fall on a workday you'll also get the day off so you can do something fun!

We also offer:

- 1pm finishes on alternate Fridays during July and August
- 18 weeks full pay maternity leave
- 4 weeks full pay partners leave (with an additional two weeks at 50% pay)
- Hybrid working
- Access to student discounts
- Team socials and events throughout the year
- Access to learning and development programmes
- Season ticket loan and Cycle to Work schemes
- Free parking on campus



# Our EDI commitment.

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We understand that people from under-represented backgrounds may be less likely to apply for roles where they don't fully match the job description criteria exactly. If you're excited about the role and think you have what it takes, but your experience doesn't 100% align, we still want to hear from you and would encourage you to apply.

Our recruitment process is fair, inclusive and free from bias and we encourage our applicants to let us know if we can make it more accessible for them. We are an equal opportunity employer and value diverse perspectives. We recognise the importance of lived experience and appreciate the unique contribution every one of our people makes to our culture. Put simply – you can be yourself here.



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

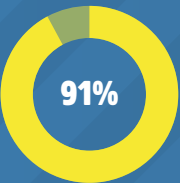
PERMANENT STAFF

£650,000

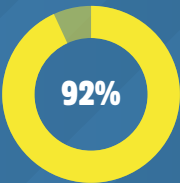


111 VALUES AWARDS GIVEN OUT TO STUDENT AND PERMANENT STAFF FOR EXCEPTIONAL PERFORMANCE

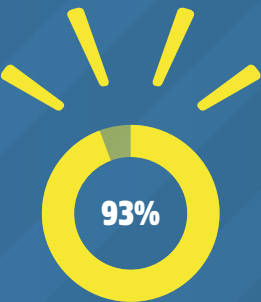
£4.5m in funding for the charity that was self-generated



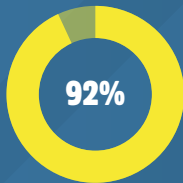
STAFF RECEIVE SUPPORT AND ENCOURAGEMENT FROM COLLEAGUES AT WORK



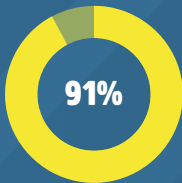
STAFF FEEL IT IS COMMON PRACTICE FOR EXPERIENCED COLLEAGUES TO COACH MENTOR NEW STARTERS



STAFF TRUST AND RESPECT THEIR COLLEAGUES



STAFF FEEL THEY ARE ABLE TO WORK FLEXIBLY WHEN APPROPRIATE



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

Results taken from our 2021/22 staff survey

Chief Executive Officer.

Responsible To:	The Board of Trustees via the Chair of Board
Responsible For:	Chief Operations Officer Head of Finance & Digital Transformation Head of Membership Engagement Deputy Head of People Deputy Head of Marketing, Communications & Insight
Contract Type:	Permanent, full time
Hours of Work:	35 hours per week
Salary:	£71,858 - £74,541
Purpose of Role:	The Chief Executive takes overall responsibility for the performance, management, development and sustainability of the Union to represent, support and improve the lives of students at Royal Holloway University. They are responsible for leading the strategic planning process and take accountability for the delivery of organisational plans that advances RHSU's long-term vision to make students' lives better.

Supporting and coaching the Elected Officers, the Chief Executive has oversight of governance across the organisation, ensuring that the elected leadership are empowered as key decision-makers and that the staff team share the purpose and values of the Union. They also provide effective guidance and support to the Board of Trustees, particularly in relation to charity regulation and governance.

As an ambassador for RHSU, the Chief Executive will develop effective partnerships within the University and local community to safeguard and enhance the reputation of the organisation.

# Main responsibilities.

## Strategic Leadership

- Lead the development and delivery of long-term strategic plans, ensuring plans are designed to address the emerging needs of students and ensure a financially stable and sustainable organisation. #
- Ensure programmes of work are aligned to the strategy and that outcomes and impact are monitored through the reporting of key performance indicators to the Board of Trustees.
- Champion and embed the values of the Union, ensuring they are understood by staff and student leaders.
- Develop and lead a committed approach to equality, diversity and inclusion across the organisation, with responsibility for the Union’s Equality, Diversity and Inclusion strategy.

## Stakeholder Management

- Inspire and support the elected leadership to review, implement and improve governance and democracy, ensuring that members are at the heart of RHSU and its activities.
- Act as the principal advisor to the Union’s elected leaders, guiding and supporting them to achieve their goals.
- Establish and maintain a strong and collaborative partnership relationship with the University’s senior executive, maximising opportunities to support the student experience for all students.
- Facilitate effective and continuous communication among all stakeholders, including staff, members, volunteers, the Board of Trustees and the University.

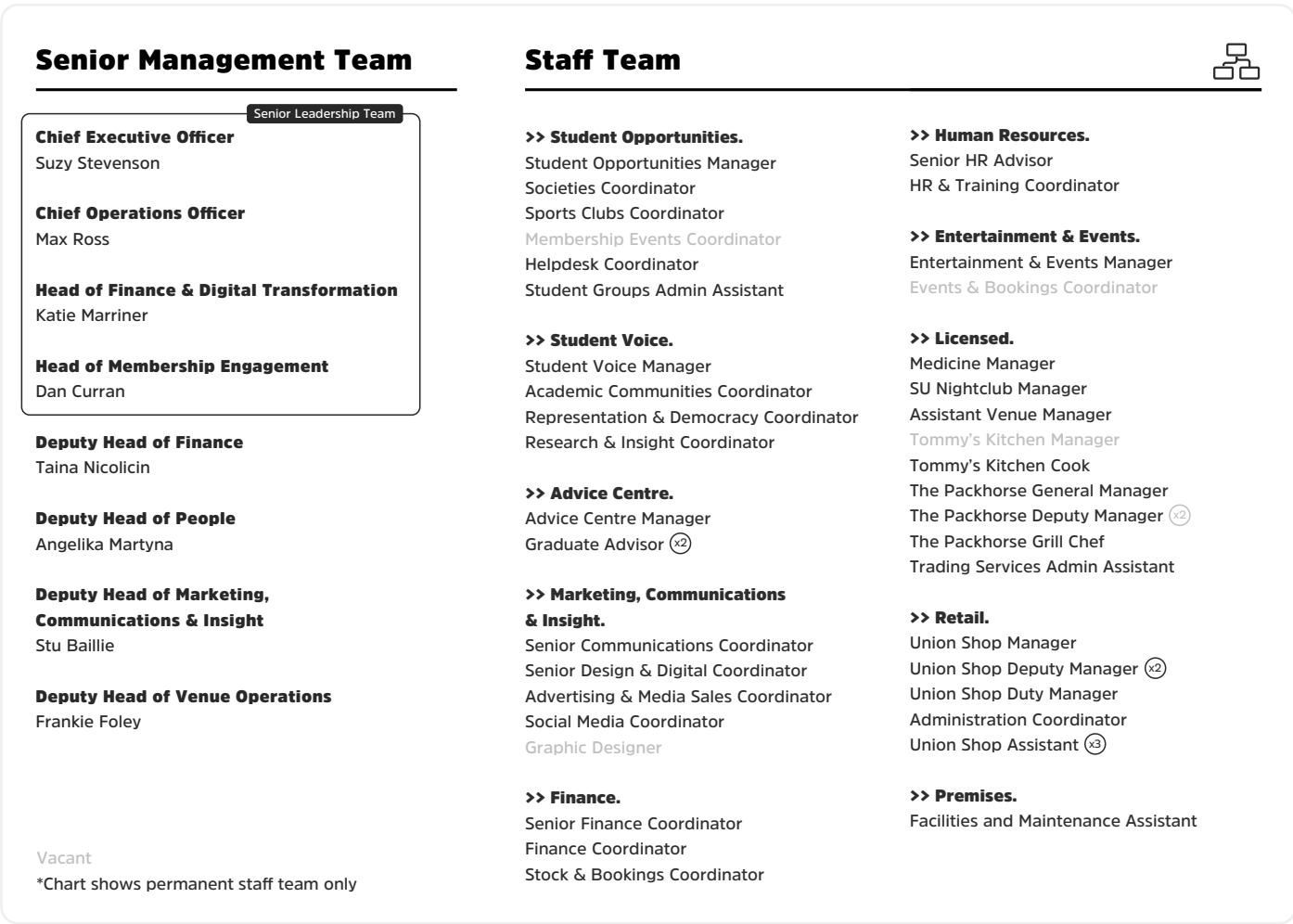
## Governance

- Ensure that the Union’s governing documents and policy framework are fit for purpose and reflect best practice within the sector.
- Ensure that the Board of Trustees and its committees are serviced efficiently and supported, inducted and developed effectively.

- Manage effective governance processes which provide clear and transparent oversight to Board and its various sub-committees, ensuring that RHSU fulfils its constitutional, regulatory and legal obligations at all times.
- Have delegated responsibility for ensuring compliance with all relevant legislation, ensuring appropriate risk management.

## Finance & Resources

- Take lead responsibility for RHSU’s finances and delivering value for money and transparency, with strategic and operational support from the Head of Finance & Digital Transformation.
- Manage an organisation budget of c. £6m, in line with the organisation’s scheme of delegation and financial procedures.
- Seek new opportunities to diversify income to support new projects for the benefit of our student members.
- Manage direct reports in line with the organisation’s policies and procedures, supporting them to reach their potential through effective performance management and commitment to their continued professional development.





## Person Specification.

### EXPERIENCE

A track record of leading, developing and inspiring teams to achieve outstanding results.

Demonstrable experience of devising and delivering impactful strategic plans.

Proven commercial acumen and financial astuteness, with experience of analysing risk to inform decisions.

Demonstrable experience of building and sustaining effective working relationships with external stakeholders at a senior level.

Managing charity regulatory practices and developing good governance standards.

### KNOWLEDGE, SKILLS AND ABILITIES

Able to demonstrate inspirational leadership, creating a bold and ambitious vision for the future.

Able to collaborate effectively, building high-quality stakeholder partnerships.

Exceptional communication and interpersonal skills, with the ability to negotiate and influence others.

Effective coaching skills and ability to create high-performing teams.

Knowledge and appreciation of the higher education sector, and the key trends, issues and national policy impacting students.

### VALUES AND BEHAVIOURS

A compassionate leader with an unwavering commitment to nurture a positive and inclusive working environment.

A self-aware, approachable leader that role models and upholds the values of the Union.

Actively seeks to understand the lived experiences of others and removes barriers to engagement.

Leads the development of a high-trust culture that encourages collaboration and innovation.

Passionate about working in a democratic environment that is owned by students.

## How to apply.

Should you wish to have an informal discussion about this role then please contact Vicky Hossack, Interim CEO on

[Vicky.Hossack@su.rhul.ac.uk](mailto:Vicky.Hossack@su.rhul.ac.uk).

The closing date for applications is **10am on Monday 12 June 2023**.

#### Your application should include:

- A letter of application setting out your interest in the role and details of how you meet the requirements in the Person Specification (please use no more than two pages)
- A comprehensive curriculum vitae
- A completed diversity monitoring form [available online](#).

Please send your completed documents to Angelika Martyna, Deputy Head of People on [Angelika.Martyna@su.rhul.ac.uk](mailto:Angelika.Martyna@su.rhul.ac.uk).

#### Please make a note of the following dates for the selection process:

- Longlist interviews will be held on either Wednesday 21 or Friday 23 June 2023.
- The final interviews and selection day will take place on Tuesday 4 July 2023.