RECRUITMENT PACK: COMMUNITY ENGAGEMENT COORDINATOR
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 niggling 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. 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!
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
Hannah Hockin
Sharanya Sivarajah
Nisha Bundhun
Alastair Copland

Vice President Education
Lucy Courtney
Bradley Powell
Muscab Salad

Vice President Wellbeing & Diversity
Lydia Halls
Mike Johnson
Rory Shanks
Vacant

Vice President Societies & Sport
Vacant

Student Trustees
Vacant

External Trustees
Vacant

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 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 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, HR and Finance.

We employ a full-time team of 57 permanent staff and approximately 300 student staff. Last year we paid over £860k 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 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 140+ sports clubs and societies, representing students and their views, running our independent Advice Centre, serving up subs in Tommy’s Kitchen, hosting events across Medicine and the SU Venue and providing a convenient place to shop for groceries.

Our departments.

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

Membership Engagement.

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

All the administration for sports clubs and societies, academic course representation and our annual Leadership Elections are just a few things run through here.

Trading Services.

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

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

Finance & HR.

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 & 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 23/24 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.

Hannah Hockin
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.

Sharanya Sivarajah
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 College is decided.

Nisha Bundhun
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.

Alastair Copland
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 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 are 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.

As a staff member, you’ll benefit from 10% discount at our venues and earn loyalty points which can be redeemed against future purchases. We also offer free hot drinks from our bar if you fancy an afternoon 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 12,000 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.
Our structure.

Senior Management Team

Chief Executive Officer
Tony Logan

Chief Operations Officer
Max Ross

Head of Finance & Digital Transformation
Katie Marriner

Head of Membership Engagement
Dan Curran

Deputy Head of Finance
Taina Nicolicin

Deputy Head of People
Angelika Martyna

Deputy Head of Marketing, Communications & Insight
Stu Baillie

Deputy Head of Venue Operations
Frankie Foley

Vacant
*Chart shows permanent staff team only

Staff Team

>> Student Opportunities.
Student Opportunities Manager
Societies Coordinator
Sports Clubs Coordinator
Helpdesk Coordinator
Student Groups Admin Assistant

>> Student Voice.
Student Voice Manager
Community Engagement Coordinator
Representation & Democracy Coordinator
Research & Insight Coordinator

>> Advice Centre.
Advice Centre Manager
Graduate Advisor

>> Marketing, Communications & Insight.
Senior Communications Coordinator
Senior Design & Digital Coordinator
Advertising & Media Sales Coordinator
Social Media Coordinator
Graphic Designer

>> Finance.
Senior Finance Coordinator
Finance Coordinator

>> Human Resources.
Senior HR Advisor
HR & Training Coordinator

>> Entertainment & Events.
Entertainment & Events Manager
Membership Events Coordinator
Tech & Events Coordinator

>> Licensed.
Late Night Operations Manager
Venues Assistant Manager
Tommy’s Kitchen Cook
The Packhorse General Manager
The Packhorse Deputy Manager
The Packhorse Grill Chef
Trading Services Admin Assistant

>> Retail.
Union Shop Manager
Union Shop Deputy Manager
Union Shop Duty Manager
Administration Coordinator
Union Shop Assistant

>> Premises.
Facilities and Maintenance Assistant
Community Engagement Coordinator

Responsible To: Student Voice Manager

Contract Type: Permanent, Full-time

Hours of Work: 35 hours per week (excluding lunch breaks).
Usual working pattern will be Monday-Friday, during usual office opening hours; with some unsociable hours required on an ad-hoc basis throughout the year.

This role benefits from the possibility to work in a hybrid manner, with up to two days home working during most weeks.

There will be occasional weeks where full-time, on-campus presence is required – this will usually be to support or facilitate our annual events, such as Freshers’ Festival and Elections Results Night.

Salary: £26,415
Salary is subject to RHSU’s Pay & Reward Policy, which includes an opportunity for annual pay progression.

Purpose of Role: To support, develop and empower student communities to aid in fostering a sense of belonging, and making impactful change on campus.

Strategic Alignment: The role will contribute to our strategic aim to ‘empower students to change the world around them’ by amplifying the voice of our student communities.

Key Deliverables.

Community Engagement & Representation

- Support the Student Communities, including their activities, engagement, and campaigns.
- Support the long-term amplification and development of minority voices and under-represented communities on campus.
- Deliver projects and events which enable students to build community and foster a sense of belonging on campus.
- Ensure effective representation of communities on campus through equality, diversity, and inclusion initiatives.

Student Voice Systems

- Coordinate the Student Executives, ensuring that each group operates to a high-quality level of consistency and is empowered to contribute to the Union’s ambitions.
- Coordinate the Bright Ideas platform, ensuring a responsive process which cascades ideas to the correct channels in a well-timed manner.
- Work with the wider Student Voice team to support the delivery of elections for roles across the organising, acting as an Assistant Returning Officer when required.

Student Leader Development

- Provide support to sabbatical officers and foster collaboration with communities when it comes to liberation history months and manifesto campaigns.
- Work closely with other teams in the Students’ Union (i.e., Student Opportunities) to ensure a consistent approach to training, development, and support for all student leader roles.
- Work with the wider Student Voice team to support student representatives with the presentation of any findings, including the preparation of papers and reports.
- Work with the wider Student Voice team to produce briefings for student representatives on key issues, identifying areas for further analysis and consultation when required.
**Staff & Financial Responsibilities.**

- Monitor and review income and expenditure of all Student Communities, ensuring budgets are adhered to, flagging and escalating any issues to relevant team members.
- 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**

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<tr>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>Educated to degree level or equivalent.</td>
<td>X</td>
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**EXPERIENCE AND KNOWLEDGE**

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of building and engaging with communities.</td>
<td>X</td>
</tr>
<tr>
<td>Experience of supporting volunteers, empowering others to achieve their own aims and objectives.</td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of liberation issues and an understanding of the key challenges facing marginalised groups in society.</td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of higher education and the issues affecting students, particularly in relation to equality, diversity, inclusion and belonging.</td>
<td>X</td>
</tr>
<tr>
<td>Experience of volunteering or working in a democratic or membership environment.</td>
<td>X</td>
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**SKILLS AND ABILITIES**

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Ability to plan complex projects and/or events involving multiple stakeholders.</td>
<td>X</td>
</tr>
<tr>
<td>Strong communication skills (verbal and written) with the ability to communicate with a diverse audience.</td>
<td>X</td>
</tr>
<tr>
<td>Ability to design and deliver high-quality training and campaigning activity.</td>
<td>X</td>
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<tr>
<td>Strong time management skills and ability to balance conflicting priorities.</td>
<td>X</td>
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**VALUES**

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Student Focused: Everything we do will have the students at the heart of it.</td>
<td>X</td>
</tr>
<tr>
<td>High Quality: Expectations are high, and we must exceed them.</td>
<td>X</td>
</tr>
<tr>
<td>Inclusive: We will offer a diverse range of activities and services which are fulfilling and accessible.</td>
<td>X</td>
</tr>
<tr>
<td>Brave: We should be bold and not afraid to challenge the status quo.</td>
<td>X</td>
</tr>
<tr>
<td>Trustworthy: We will ensure that we are transparent, honest and fair in what we say and do.</td>
<td>X</td>
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</table>
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.