

A LOT GOES ON UNDER OUR ROOF

**RH  
SU**

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**BE A PART OF IT**

**RECRUITMENT PACK:  
ACADEMIC REPRESENTATION  
COORDINATOR**

**ROYAL  
HOLLOWAY  
STUDENTS'  
UNION**

# Welcome.

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Over the past three years the Students' Union has been through a period of exciting transformational change with major investment in our Trading, Membership and Marketing departments, which has seen tremendous growth in our revenue, the size of our staff team and the range of services and activities we provide for students.

This is all driven by our ambitious four year strategy, which sees 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 Student Voice team is central to the success of many of these aims but, over the last two years in particular, the team has played an instrumental role in helping to improve students' education, where we have seen dramatic positive impact. This follows heavy investment from the SU into a large scale review into our academic representation system, which produced 42 recommendations for development.

While many of these recommendations have now been implemented the ambition to improve education is a continuous one and we are now seeking an Academic Rep Coordinator to help deliver this continuous development by delivering a defined programme of support to our course reps and department reps.



This is a brilliant opportunity for a graduating academic rep or sabbatical officer who is passionate about empowering students to positively impact on the quality of their educational experience.

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 the Student Voice Manager at [natalie.bates@su.rhul.ac.uk](mailto:natalie.bates@su.rhul.ac.uk)

**Head of Membership Support and Engagement**  
Abi Jesson

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# 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, you'll also get 10% off food and drink across our venues - we also do free hot drinks from the 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 10,000 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.

In the summer you'll get the chance to take part in our annual rounders tournament that's totally not competitive at all... well maybe just a little.

## And last but not least.

Should you live over 100 miles away, we offer a relocation assistance package of upto £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 BIT ABOUT US.

# £731,481

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

WHICH HELPED US TURNOVER  
**£6 MILLION**  
(QUITE A LOT OF MONEY)

OUR TEAM IS MADE UP OF

# 450

STUDENT STAFF

# 50

PERMANENT STAFF

WE SPENT

# £1.6 MILLION

DELIVERING OUR CHARITABLE SERVICES, ACTIVITIES AND REPRESENTATION FOR STUDENTS

OUR 2019 STAFF SURVEY FOUND:

89%

WOULD RECOMMEND THIS ORGANISATION AS A GOOD PLACE TO WORK

96%

AGREE THAT COLLEAGUES TRUST AND RESPECT EACH OTHER

100%

AGREE THEY ARE TREATED WITH FAIRNESS, RESPECT AND DIGNITY AT WORK

93%

AGREE THEIR MANAGER TRUSTS AND RESPECTS THEM

93%

BELIEVE THAT THE LEADERSHIP GROUP ARE TAKING US IN THE RIGHT DIRECTION

# Academic Representation Coordinator.

<b>Department:</b>	Membership Support and Engagement
<b>Team:</b>	Student Voice
<b>Responsible To:</b>	Student Voice Manager
<b>Responsible For:</b>	No direct line management responsibility Supporting circa 300 volunteer course reps
<b>Contract Type:</b>	Permanent
<b>Hours of Work:</b>	Full-time, 35 hours per week (excluding 30 minute daily unpaid lunch break), Monday to Friday, 09:00 - 16:30. Start and finish times are flexible. Some unsociable hours may be required at certain points in the year.
<b>Grade:</b>	4
<b>Salary:</b>	£21,136 - £23,933 (including London weighting), candidates are usually expected to start on the lower end of the salary bracket.
<b>Purpose of Role:</b>	To deliver a defined programme of support for academic reps at Royal Holloway, empowering them to positively impact on the quality of their educational experience.
<b>Strategic Alignment:</b>	The role will make a significant contribution to our strategic aim to 'improve education' by working towards two of our big ideas:  1) To deliver an impactful academic representation system, in partnership with the College, by supporting students to make

positive changes to the educational experience at Royal Holloway.

2) To enhance the role academic societies play across campus by working to deliver a framework to support and facilitate their development alongside academic departments.

## Key Deliverables.

### Structures and Systems

- Work with key contacts from academic departments to oversee and develop the academic representation system.
- Produce briefings and associated guides for academic reps and academic/professional services staff related to the Academic Rep System.
- Work with the Student Opportunities team to integrate the support and development of academic societies within the Student Voice team.
- Provide support to the Education Executive as required (i.e. producing reports and papers as requested by the VP Education).

### Elections and Training

- Work with key contacts from academic departments across the College to coordinate the election of all Academic Reps.
- Develop and deliver an annual introductory induction event(s) that engages all Academic Reps and gives them an overview of their role.
- Develop a blended learning and development package, which utilises both interactive digital content as well as face to face, to deliver a year round training programme which increases the effectiveness and personal employability of Academic Reps.

### Communication

- Act as the Key Contact within the Students' Union for Course Reps, supporting the VP Education to provide advice and coaching on how to tackle and resolve specific issues, ensuring VP Education is kept up to date with any issues.
- Support Department Reps with planning their goals, connecting their work to other similar projects, understanding the right channels to progress or resolve issues, and empowering Department Reps to offer the same support to Course Reps.

- Develop a programme of networking opportunities with Key Contacts from academic departments to ensure a fully joined up partnership approach to academic representation and enhance effective communication channels between the Students' Union and academic departments.
- Produce regular student facing updates which promote education policy and / or successes achieved through Academic Representation, increasing awareness of change.

### Engagement and Impact

- Work with course reps and academic departments to identify positive changes achieved for their peers, ensuring effective impact reporting of these.
- Monitor course rep diversity and put plans in place for development with support from the Student Voice Manager.
- Deliver the reward and recognition scheme for academic reps and College staff, ensuring effective promotion and engagement with students and staff alike.
- Plan and organise the annual Academic Rep Conference with support from the Student Voice Manager.

## Staff and Financial Responsibilities.

- Recruit and induct staff within the organisation as appropriate.
- Supervise 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

Undergraduate degree or equivalent experience in the higher education sector.	X	
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### EXPERIENCE AND KNOWLEDGE

Working in a campaigning, lobbying or democratic environment.	X	
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Supporting and mentoring students, student staff, and volunteers in their roles.	X	
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Writing public facing documents of a high standard that persuade others of conclusions.		X
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Knowledge of higher education, Students' Unions and the current issues facing students.	X	
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### SKILLS AND ABILITIES

Ability to deliver training and support for student volunteers.	X	
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Excellent communication with the ability to engage with a range of stakeholders.	X	
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Ability to plan and project manage to ensure service delivery.	X	
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Ability to work well under pressure, to be flexible and adapt to changes in priorities.		X
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### VALUES

<b>Student Focused:</b> Everything we do will have the students at the heart of it.	X	
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<b>High Quality:</b> Expectations are high, and we must exceed them.	X	
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<b>Inclusive:</b> We will offer a diverse range of activities and services which are fulfilling and accessible.	X	
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<b>Brave:</b> We should be bold and not afraid to challenge the status quo.	X	
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<b>Trustworthy:</b> We will ensure that we are transparent, honest and fair in what we say and do.	X	
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We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're eager to hear about times when you've demonstrated any of our five values listed above.

The job description in this pack is current at May 2019 and should be reviewed annually. They outline the main duties of the position and are designed for the benefit of both the post holder and the Students' Union in understanding the prime functions of the post. They should not be regarded as an exclusive or exhaustive statement of an individual's duties and responsibilities.

# Next Steps.

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Simply head over to [su.rhul.ac.uk/jobs](https://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](mailto: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 1998. 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](https://su.rhul.ac.uk/privacy)

## Equal Opportunites.

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

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