

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**RECRUITMENT PACK:
RECRUITMENT COORDINATOR**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

Welcome.

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. To put some of this in perspective, we have trebled our turnover from circa £2million to circa £6million and more than trebled the size of our staff team from 150 to 500 in just three years.

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. It is also driven by an incredibly passionate and committed staff team.

While much of our growth results from investment in services which directly impact students, we recognise that now is the crucial time to invest in our small HR team, which provides a key support to the infrastructure and continued growth of the organisation. To support our social enterprise model, as well as our aim to make students more employable, where operationally feasible we will always seek to employ students on casual contracts. This means that we currently employ around 50 permanent staff and 450 student staff on casual contracts and results in a large volume of recruitment every year as we see students graduate.

The introduction of the new role of Recruitment Coordinator will ensure someone is dedicated to lead on



the recruitment of all contracts across the organisation and will be a game changer for us, enabling the other members of the team to focus on supporting the business in other ways. This is a fantastic role for someone who wants to work more flexible hours and who enjoys the recruitment and on-boarding process and is keen to work in a fast-paced, unique and ever changing environment alongside exceptionally talented, ambitious and motivated colleagues. While recruitment is the main responsibility for the role, there will also be an opportunity for you to get involved in other areas of HR if so desired.

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 abi@su.rhul.ac.uk

Head of Membership Support & Engagement

Abi Jesson

Contents.

02 WELCOME.

04 BENEFITS.

07 A BIT ABOUT US.

08 THE ROLE.

11 PERSON SPECIFICATION.

12 NEXT STEPS.

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.

£731,487

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

Recruitment Coordinator.

Department:	Membership Support & Engagement
Team:	HR
Responsible To:	HR Manager
Responsible For:	No direct reports
Contract Type:	Permanent
Hours of Work:	28 hours per week (excluding 30 minute daily unpaid lunch break). Flexible working pattern to suit requirements of successful applicant. Some unsociable hours may be required at certain points in the year.
Grade:	4
Salary:	£17,246 - £19,529 (pro rata the full-time salary of £21,558 - £24,412) (including London weighting). Candidates are usually expected to start on the lower end of the salary bracket.
Purpose of Role:	To work with teams across the organisation to coordinate the recruitment process for all casual and permanent staff (including job descriptions, job adverts, shortlisting, interview coordination, on-boarding administration and induction).
Strategic Alignment:	The role will contribute to our strategic aim 'to make students more employable' as well as working towards our 'great people and culture' enabler.

Key Deliverables.

Recruitment

- Coordinate and administer the recruitment and selection process for all staff recruitment (casual and permanent), including job descriptions, job adverts, shortlisting, interview coordination, on-boarding and induction.
- Liaise with teams across the organisation to coordinate an annual calendar of casual staff recruitment activity.
- Coordinate and help deliver induction training for all casual staff.
- Work with teams across the organisation to ensure appropriate high quality inductions for all permanent staff.

Administration

- Lead the administration for on-boarding new staff members onto our PeopleHR and SagePayroll systems.
- Work with the wider HR team to ensure the accurate recording, maintenance and processing of all employee data throughout the employee lifecycle (i.e. absence, holidays, and personal documentation).
- Support the wider HR team with personal case administration (i.e. grievances, disciplinarys and appeals), ensuring adherence to policies and procedures.

Health and Safety

- Ensure that the Union's Health and Safety Policy and related policies are adhered to at all times.
- Work with the wider team to ensure that all student staff receive the relevant health and safety induction and appropriate records are kept up to date.
- To help coordinate health and safety inductions for new permanent staff, including Display Screen Equipment Assessments for all Students' Union staff, maintaining the necessary documentation, reviewing policy and ensuring legal compliance at all times.

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.	X	
Holds or working towards a CIPD in HR or Learning & Development.		X

EXPERIENCE AND KNOWLEDGE

Experience of working in an HR environment with experience of maintaining confidential employee data.	X	
Experience of coordinating recruitment and on boarding activity, including experience as an interviewer.	X	
Up to date and working knowledge of Employment Law.		X
Experience of assisting with employee relations issues.		X

SKILLS AND ABILITIES

Excellent organisational skills, with the ability to prioritise work against conflicting deadlines.	X	
Strong communication skills, with the ability to communicate effectively with people at all levels.	X	
Strong attention to detail in written work, with the ability to proof work to ensure high quality material is produced.	X	
Up to date knowledge of Microsoft packages, including Word and Excel.	X	
Ability to adapt to utilising different employee information or recruitment systems (i.e. PeopleHR & Sage).	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 activities 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	

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 June 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.

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 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

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