

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**RECRUITMENT PACK:
GIVE IT A GO ASSISTANT**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

CONTENTS

WELCOME	3
A BIT ABOUT US	4
OUR STRATEGY	9
OUR VALUES	10
OUR STRUCTURE	11
CURRENT ROLES	
GIVE IT A GO ASSISTANT	12
HOW TO APPLY	14

SMILE

EAT

LAUGH

TALK

DANCE

KISS

DRINK

SHOUT

WELCOME

The people that work for RHSU don't just do it for a paycheque. No, they're passionate about being part of something big, part of an organisation that creates change on campus and delivers huge events on a weekly basis.

That's where you come in. By downloading this pack you've taken the first step towards joining the team, be that pulling pints behind the bar, ronting our security operation on club nights or working in our shop, there's an absolute ton of opportunities available to everyone.

In fact, we employ over 350 students every year, putting half a million pounds back into their pockets and helping them to develop a bunch of new skills. And working here comes with some cracking benefits as well, such as a staff discount card, free entry to event nights* and the knowledge you're making friends for life.

Sound good? Well read on then. The rest of this guide covers everything about the Students' Union, how we work, details about the roles on offer and how to apply. Once you've finished up reading, make sure to head to su.rhul.ac.uk/jobs to complete your application and get the ball rolling.

THE IMPORTANT HR BIT

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.

*Free entry to event nights is subject to event and capacity. Always check with management before heading out to avoid disappointment.

A LITTLE BIT ABOUT US.

£737,487

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

Based on a campus set in 135 acres of parkland in Egham, the Students' Union is a student-led organisation that represents all 9800 students at Royal Holloway University. The University recently achieved a silver award in the Teaching Excellence Framework outcomes; was ranked 197th in the World and 31st overall in the UK in the Times Higher Education (THE) World University Rankings 2017/18; and achieved a rating of 88% for overall student satisfaction in the 2017 National Student Survey (NSS).

Believe it or not we're actually a charity. Why does this matter? Well it means that any money 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 College, 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 five full-time Sabbatical Officers, three student trustees and three external trustees.

The Sabbatical Officers and student trustees are elected each year by, and from, the student membership of the University. Sabbatical officers take a year out of their studies (or immediately after graduating) to serve as a trustee.

The President of the Union (one of the five 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.

CURRENT TRUSTEES

President and Chair of the Board

Jack O'Neill

Vice President Education

Kate Roberts

Vice President Welfare and Diversity

Lucy Simpson

Vice President Societies and Media

Sophia Bolton

Vice President Sport

Dom Brown

Student Trustees

Priyanga Sivagnanam

Marco Benedettelli

Jordan Robins

External Trustees

Fang Wei

Kirsten Daswani

Andrew McMenamin

Jane Broadbent

Peter Elliot

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 Support & Engagement, Trading Services, Marketing & Communications and Finance & Business Reporting.

We employ a full-time team of 45 permanent staff and approximately 350 casual student staff.

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 over 130 sports clubs and societies, representing students and their views, running our independent advice centre, serving up burgers in Tommy's Kitchen, hosting events across Medicine and the main SU building and providing a convenient place to shop for groceries.

OUR DEPARTMENTS

After a bit of a shake up we now have four distinct departments: Membership, Support and Engagement; Trading Services; Marketing & Communications and Finance & Business Reporting.

MEMBERSHIP, SUPPORT AND ENGAGEMENT

Forming the backbone of the organisation, Membership Support and Engagement includes Student Opportunities, Student Voice, Advice, HR and the Union Helpdesk. All the administration for sports clubs and societies, academic course representation and social media management are just a few things run through here.

TRADING SERVICES

The Rouseal department. It covers every area where the Union is operating commercially,

from Tommy's Kitchen, Medicine and The Packhorse to the Union Shop and big ticket events like the Summer Ball.

They're the biggest employers of student staff in the organisation and their small army of 150+ staff make sure the drinks keep flowing on our regular club nights which see 1200 students descend on the SU twice a week.

FINANCE AND BUSINESS REPORTING

This department is responsible for processing the £5 million annual turn over that the organisation generates, ensuring we remain on a stable financial footing.

MARKETING AND COMMUNICATIONS

Getting our message out to our members in the spaces 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.



Mabel performing live at Summer Ball 2019

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 2020 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.

OUR STRUCTURE

The Students' Union reorganised in the summer of 2016 to better align our staffing structure to deliver our new strategic plan. There are four departments, each headed by a senior manager. Within these, a number of functional teams exist, each managed by a line manager.

The senior management team is made up of:

Chief Executive: **Tom Flynn**

Head of Trading Services (Deputy CEO): **Max Ross**

Head of Membership Support & Engagement: **Abi Jesson**

Head of Finance & Business Reporting: **Katie Marriner**

Head of Marketing & Communications: **Michael Bailey**

*Chart shows permanent staff only



CHIEF EXECUTIVE.
Tom Flynn



TRADING SERVICES.
Max Ross

>> Venues.

Licensed Trade Manager
Venue Operations Manager x2
Assistant Venue Operations Manager x2
Trading Services Coordinator
Tommy's Kitchen Chef
Graduate Management Trainee (Tommy's)
Head Door Supervisor
Venue Duty Manager x2

>> The Packhorse.

The Packhorse Manager
The Packhorse Deputy Manager
The Packhorse Assistant Manager
The Packhorse Chef
Kitchen Supervisors x2

>> Retail.

Union Shop Manager
Union Shop Deputy Manager x2
Union Shop Assistant Manager
Administration Coordinator
Retail Assistant

>> Premises.

Facilities and Maintenance Assistant



MEMBERSHIP SUPPORT AND ENGAGEMENT.
Abi Jesson

>> Student Voice.

Student Voice Manager
Academic Representation Coordinator
Democracy Coordinator
Research and Insight Coordinator

>> Advice.

Advice Centre Manager
Student Support Advisor

>> Student Opportunities.

Student Opportunities Manager
Sports Clubs Coordinator
Societies and Media Groups Coordinator
Events and Give It A Go Coordinator
Helpdesk Coordinator
Administration Assistant

>> Human Resources.

HR Manager
HR Coordinator
Recruitment Coordinator



FINANCE AND BUSINESS REPORTING.
Katie Marriner

>> Finance.

Financial Controller
Finance Coordinator
Finance Assistant



MARKETING AND COMMUNICATIONS.
Michael Bailey

>> Communications.

Communications Manager
Communications Coordinator

>> Digital and Design.

Graphic and Web Designer x2

>> Advertising and Sales.

Advertising and Media Sales Coordinator

GIVE IT A GO ASSISTANT

Department:	Membership Support & Engagement
Team:	Student Opportunities
Responsible To:	Events & Give It A Go Coordinator
Contract Type:	Zero hours (in accordance with the needs of the organisation and the individual staff member)
Hours of Work:	Up to 20 hours per week during term time (including some unsociable hours) Term 1 – 40-50 hours across the term Term 2 – 20-30 hours across the term Term 3 – 10-20 hours across the term Hours cover weekdays and weekends. Some unsociable hours may be required at certain points in the year.
Hourly Rate of Pay:	£8.63 per hour (excluding holiday pay) £9.67 per hour (including holiday pay)
Purpose of Role:	To improve the running of events and the Give It A Go programme by providing support at events and activities.

KEY DELIVERABLES

To help make this job description as clear as possible, we've included three examples of the type of work/jobs you'll be asked to do on a regular basis as part of this role.

- To provide assistance at or run Give It A Go events such as Pets as Therapy, Movie Nights, Cupcake Decorating and 'Crafternoons'
- To be an Event Leader for selected off-campus trips, organising and communicating with groups of up to approximately 60 students
- Gather data and feedback at events to determine who our audience is and what they would like from us

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 with 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

A current student at Royal Holloway.

X

EXPERIENCE AND KNOWLEDGE

Customer service experience, particularly in a student environment.

X

Experience of working under own initiative; identifying and prioritising tasks as well as multitasking.

X

SKILLS AND ABILITIES

Demonstrates high levels of organisation and time-management, as well as integrity, reliability, confidence and enthusiasm.

X

Strong customer service skills, very friendly and confident talking to large volumes of students.

X

A strong team player as well as a good leader.

X

Good at problem solving, decision making and thinking outside of the box.

X

An understanding of the Give It A Go programme.

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

Our values are really important to us. In fact, we're really keen to hear about times you've demonstrated any of the above traits so keep that in mind when writing your application.

HOW TO APPLY

Applying for a role is really easy. Simply head over to su.rhul.ac.uk/jobs and choose the role you'd like to apply for and fill in the online application form.

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're unsure about anything at all or 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

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)

All the job descriptions in this pack are current at August 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.