

A LOT GOES ON UNDER OUR ROOF

**RH
SU**

BE A PART OF IT

**STUDENT STAFF
RECRUITMENT PACK**

**ROYAL
HOLLOWAY
STUDENTS'
UNION**

Welcome.

Royal Holloway Students' Union (RHSU) is an ambitious organisation that has 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

That's where you come in. By downloading this pack you've taken the first steps towards joining the team, be that pulling pints behind the bar, working in our shop, being the welcoming face behind our Helpdesk or putting the creative touches to our marketing collateral, there's a ton of opportunities available to everyone.

In fact, we employ over 450 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 great benefits, such as the ability to pick shifts that suit your academic schedule and other life priorities. As well as the opportunity to widen your social network and make some friends for life.

If this sounds good to you then read on. The rest of this guide covers a lot about the Students' Union, how we work, our strategy and our values, as well as details about how to apply. For specific job role information, please refer to the separate job descriptions available on the Work With Us webpage.



The important HR bit.

Inclusivity is a core value at Royal Holloway Students' Union and this is applied throughout our organisation, including at the recruitment stage. We are committed to ensuring our workforce reflects the diversity of our student body.

As such, we welcome applications from those who are currently underrepresented within our organisation, such as people with disabilities, black, asian and minority ethnic groups, and LGBTQ+ students. All candidates will be treated equally and all appointments made on merit alone.

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.

Contents.

02 WELCOME.

04 A BIT ABOUT US.

08 OUR STRATEGY.

09 OUR VALUES..

10 OUR STRUCTURE.

12 NEXT STEPS.

A bit about us.

The Students' Union is a student-led organisation that represents 11,000 plus students at Royal Holloway University. The activities and services we offer are really wide-ranging and include things like supporting c.130 student-led sports clubs and societies, ensuring academic representation on every course, offering free and independent advice through our professional Advice Centre, putting on loads of free events with our Give it A Go programme, and running a shop, a pub, a couple of bars and a nightclub to fulfil your social life on campus.

Believe it or not we're actually a charity. 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 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 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.

Current trustees.

President and Chair of the Board
Vice President Education
Vice President Wellbeing & Diversity
Vice President Societies & Sport

Henn Warwick
Maia Jarvis
Alice Goode
Alex Parry

Student Trustees

Gemma Parsons
Remi Gruszka
Tom Ridge

External Trustees

Fang Wei
Kirsten Daswani
Rory Shanks
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 50 permanent staff and approximately 450 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 independant 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.

We 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 Ronseal 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 300+ staff make sure the drinks keep flowing on our regular club nights which see 1600 students descend on the SU twice a week.

Finance and business reporting.

This department is responsible for processing the £6 million annual turnover 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.

Our strategy.

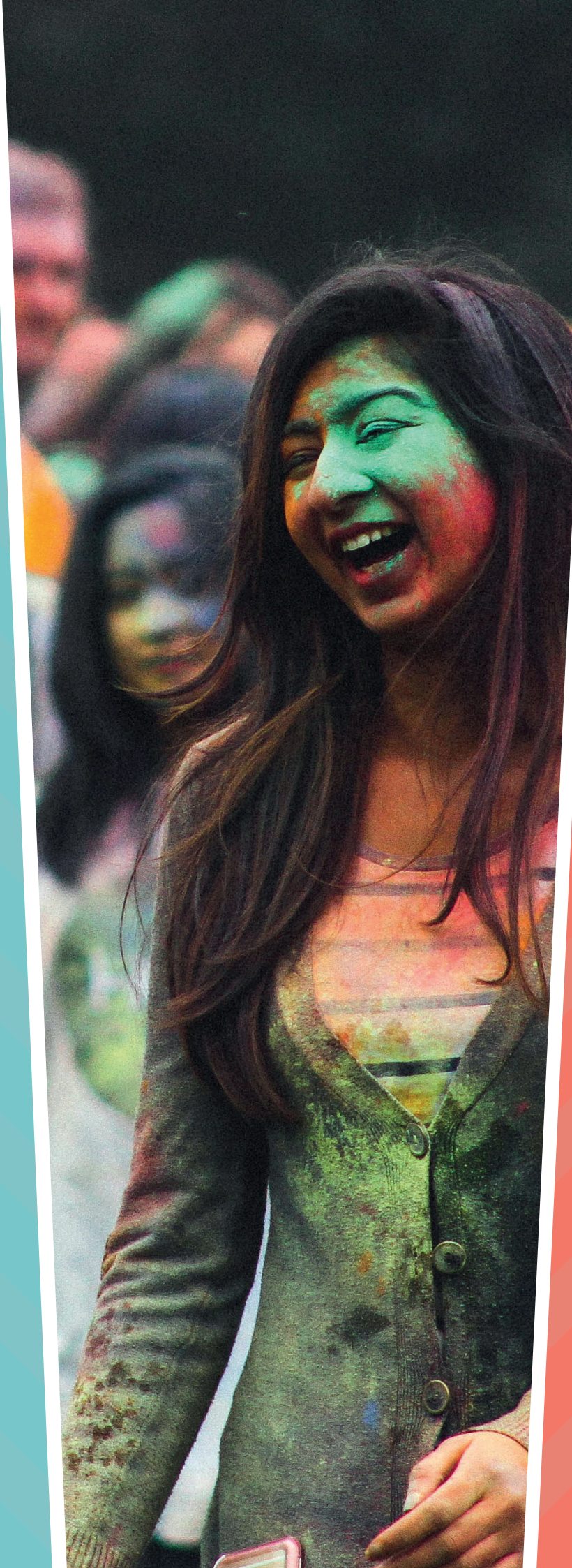
Our mission is simple: **we're here to make student life better at Royal Holloway.**

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 2022 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.

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:

- Interim Co-Chief Executives: **Max Ross & Abi Jesson**
- Head of Trading Services: **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



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. Certain roles will require a CV and covering letter - you will be prompted to add these by the system. Other roles ask you to upload a short video answering a specific question. What we require from you will be specified for each role so please make sure you read this.

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 Opportunitites.

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.