

A LOT GOES ON UNDER OUR ROOF

**RH  
SU**

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**BE A PART OF IT**

**RECRUITMENT PACK:  
EXTERNAL TRUSTEE**

**ROYAL  
HOLLOWAY  
STUDENTS'  
UNION**



# Welcome.

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Dear Prospective Trustee,

Thank you for your interest in volunteering for Royal Holloway Students' Union as a member of our Board of Trustees. We hope any questions that you might have are answered in this recruitment pack. However if you have any further questions, please don't hesitate to contact the Students' Union's Chief Executives Abi Jesson or Max Ross via the following:

**Abi Jesson // [abi@su.rhul.ac.uk](mailto:abi@su.rhul.ac.uk)**

**Max Ross // [max.ross@su.rhul.ac.uk](mailto:max.ross@su.rhul.ac.uk)**

Over the past five years the organisation has undergone significant positive transformation. We have developed and agreed a four year strategy that clearly sets out what we want to achieve by 2024. We have completed a number of reviews which have professionalised our governing documents and set out how the organisation should run; including reviews of our academic representation and our democratic processes.

We have restructured our finances, developed a balanced portfolio of trading operations, and grown our income sources to enable additional annual investment into developing our services for students. We have continued to operate our services during the Coronavirus pandemic, adopting new approaches to membership engagement, working in partnership with the university to develop a high quality blended approach to teaching, and providing a number of essential services to students.

We have worked hard to adapt our charitable work and trading services over the last six months to ensure that we continue to achieve our mission, to make student life better at Royal Holloway.

All this is a roundabout way of saying that despite the challenges



of the last year we remain positive about our future, and in turn, we're looking for an exceptional trustee who can help take the Students' Union to the next level.

We know that we will need to enter an extended period of recovery post pandemic, and hope that new opportunities will present themselves; as such we are seeking someone who is ambitious, enthusiastic and aligned with our values to help us navigate these challenges. In return we promise you'll join a dynamic and committed team looking to maintain its position within the top ten of the Third Sector's Best Charities to Work For.

Best of luck with your application, and we look forward to meeting you.

Kate Roberts

President (Chair of Trustees)

Kirsten Daswani

External Trustee (Appointments & Remuneration Committee)

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# About Us.

Based on a campus set in 135 acres of parkland in Egham, the Students' Union is a student-led organisation that represents over 10,000 students at Royal Holloway University. Royal Holloway is a top 20 UK university, one of the UK's leading research-intensive universities, and home to some of the world's leading experts in the sciences, arts, business, economics and law; and achieved a rating of 88% for overall student satisfaction in the 2018 National Student Survey (NSS).

As a charity the Students' Union reinvests any money it makes through trading (in bars and shops) or membership services back into services that help students during their time at Royal Holloway. That covers everything from funding societies to running national voter registration drives and everything in between.

## We're independent.

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. Sabbatical officers take a year out of their studies (or immediately after graduating) to serve as a trustee. Student trustees are recruited to the board.

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 and Diversity  
Vice President Societies and Sport

**Kate Roberts**  
**Alissa Chohan**  
**Henn Warwick**  
**Lucy Brown**

Student Trustees

**Milo Dack**  
**Tom Ridge**

External Trustees

**Fang Wei**  
**Kirsten Daswani**  
**Andrew McMenamin**  
**Peter Elliot**  
**Jane Broadbent**

## 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.

For an insight into how we manage our budget head on over to [su.rhul.ac.uk/finance](http://su.rhul.ac.uk/finance) or check out the Charity Commission website where you can find all of our published accounts.

# Our Strategy.

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

Our strategic plan runs for the next four years having been launched in 2020 and focuses on delivering 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 [www.su.rhul.ac.uk/strategy](http://www.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 Chief Executive role is currently a dual role filled by Abi Jesson and Max Ross on an interim basis.

The senior management team is made up of:

- Interim Chief Executives: **Abi Jesson & Max Ross**
- 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





# The Role.

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Being a Trustee of a Students' Union is very similar to being a Trustee of any other charity. You'll be responsible for:

- Reviewing the organisation's long term strategy, and monitoring the progress of the strategy in line with the organisations aims and KPIs
- Establishing and monitoring policies and procedures to ensure compliance with statutory obligations
- Ensuring that the charity is carrying out its purposes for the public benefit
- Providing oversight of core functions, including finance, HR and legal issues
- Recruiting and supporting senior staff in the organisation, through the Chief Executive
- Acting as an ambassador for the organisation

But it also includes some things you may not expect, such as:

- Supporting elected students and student officers in their duties as trustees
- Attending our annual summer ball and other award ceremonies

You'll need to be available to attend the following:

## **Board of Trustees Meetings (2021)**

In response to the pandemic, all meetings currently take place virtually on a monthly basis. This is usually on a Thursday between 16.00 – 17.30.

This will revert to a quarterly basis from August 2021.



# Your Skills.

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First and foremost we're looking for people who share our values of being student focused, inclusive, brave, high-quality and trustworthy. But more specifically this means:

- Commitment to the organisation with willingness to devote the necessary time and effort to perform an effective role.
- Strategic vision and ability to think creatively.
- Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- Ability to work effectively as a member of a team.
- Good, independent judgement and ability to challenge ideas constructively.
- Tact and diplomacy, impartiality, fairness and the ability to respect confidences.
- Good communication and interpersonal skills.
- Adherence to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- Must be at least 18 years old.

We're particularly keen to hear from individuals with commercial acumen, charitable fundraising, and Higher Education knowledge and experience.





# Next Steps.

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Application is via our online portal ([www.su.rhul.ac.uk/workwithus](http://www.su.rhul.ac.uk/workwithus)) where you'll be asked to upload:

1. A recent CV
2. A two page covering letter outlining why you want to volunteer, and what skills/experience you can bring to the role.

Applications close: Sunday 10 January

Interviews: Thursday 21 or 22 January (virtual)

Induction Day: February (exact date TBC)

## The legal stuff.

All positions are subject to applicants making themselves available to attend interviews, inductions and training days. As part of the charity's governance and annual reporting, the organisation is required to submit trustee contact details to the Charity Commission, including disclosure of any declaration of interests, conflicts and third party transactions (in accordance with FRS 102 section 33 and the Charities SORP 2015).

## 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](http://su.rhul.ac.uk/privacy)