

London Metropolitan University
Students' Union

Head of Membership

(Deputy Chief Executive)

Recruitment Pack



Welcome

On behalf of the officers, trustees and staff, thank you for your interest in the role of Head of Membership (Deputy Chief Executive) at London Metropolitan Students' Union.

We are currently undergoing a period of significant change and development here at London Met SU that has included re-founding the organisation, making changes to the way we are governed and working towards developing a new Strategic Plan that maps out our future ambitions. Part of this development includes looking at our people with the next step in that being the introduction of this new and exciting role.

The Students' Union is a student led organisation that has our students at its heart. We believe we have a great opportunity to influence and enhance the student experience at London Met. We provide a unique experience of student representation, coupled with advocacy and support, allowing many opportunities for academic and personal development via our sports team, societies, verve media, volunteering, entertainment and democracy.

Students can visit our recently renovated SU space and instantly feel as if they are home. We aim for a community feel with plenty to offer, including games and refreshments. A vibrant social space available for dropping in, club and society gatherings, and the occasional celebration!

We recognise that university is a life changing experience and we strive to support our diverse student community in their journey. We encourage students to engage in our many projects and campaigns, and ensure all student voices are heard.

We believe London Met SU is a brilliant place to work. We are an organisation that supports staff and our community to guarantee an exceptional experience for our students. We are looking for an individual that shares our drive and dedication to the student experience and look forward to hearing from you.

**Chrystalle, Cynthia,
Matthew & Precious**

The Elected Officer Team



About the Union

London Metropolitan University Students' Union is vital to the student experience at London Met. It is the representative body for the 10,000 students who study at the University. As a registered charity, we exist to represent, campaign for and support students at the University.

Our Mission

Supporting students at London Met to succeed in their studies and transform their lives for the better.

Our Vision

Our vision is a connected community in which all students, from any background, receive the highest quality educational experience possible.

Our Values

Student-led in everything we do

Advocating for change on behalf of our members

Equitable in representing all our students

Striving for excellence in what we do

Trusting in our reciprocal relationships with the University, partners, beneficiaries and customers

Our Charitable Purpose

The charitable objects of the Union are the advancement of education for students at London Metropolitan University for the public benefit by:

- Promoting the educational interests and welfare of Students at London Metropolitan University during their course of study and representing, supporting and advising Students
- Being the recognised representative channel between Students and London Metropolitan University and any other external bodies
- Providing social, cultural, and recreational activities and forums for discussions and debate for the personal development of its students

The Union achieves these purposes by promoting students' interests within the University and promoting agendas that aim to affect policy related to the student experience - by providing services to students and supporting activities including projects, sports and events - that engage students in the various strands of the Union's work.

Elected Officers and Staff

Each year students elect four Student Officers from the membership. The Student Officers lead the representative work of the Union on behalf of members, the students. They take a year out of their studies to direct the priorities for students at London Met.

The staff team in the Union support the Student Officers and the Chief Executive to achieve our mission. Together, we provide a growing range of student services and activities as well as central operations, facilities and fundraising, all of which contributes to the long-term development of the Union and its role in the University and local community.

The Union campaigns and advocates on behalf of students on student priorities determined by our student leaders, which has ranged from securing a fair and accessible student finance package for our diverse student body, to addressing the structural barriers that lead to an awarding gap between different groups of students.

Governance

The Union has a two-strand governance structure: that of its charity, headed by the Board of Trustees; and that of its members, headed by a Council of representatives. In these two regards the Union is ultimately responsible to the Charity Commission (as a charity) and the University (as a students' union), for which the Union reports formally to both. The Board of Trustees consists of nine members: three student officers who are ex officio trustees; three external trustees with no direct links to the charity; and two student trustees appointed from the membership.

The Student Council is the main representative body of the Union. It is made up of students who represent a number of constituencies from across the University. The Student Council is there to discuss and debate issues that are of interest or concern to students. It provides recommendations to the Board of Trustees of the Union and offers direction to Sabbatical Officers and Hub Committees and holds them to account. It can raise its concerns to and be consulted by the University. Up to 24 Student reps from the University's Schools and up to 24 Society reps sit on the Student Council.



About the role

We are looking for our new Head of Membership to join the Chief Executive and Student Officers to form an effective leadership team at the Union. The postholder will also act as Deputy Chief Executive and Safeguarding Officer.

The Head of Membership will be responsible for developing and delivering high quality services and support to our members that positively influences their experience whilst at University.

The Head of Membership will lead a team of staff who facilitate the provision of the Union's membership services including Advice provision, advocacy, Campaigns & Representation, Democracy & governance, Student Activities, Student Media and Volunteering.



About you

We are seeking a dynamic, inspirational and collaborative person to help re-shape London Met SU and bring about positive change and opportunities for our members.

Supporting our on-going growth and development you will play a key role in the Union's engagement with its members.

Ideally, you will have leadership experience in a member-focused role combined with demonstrable experience of managing change and service development, whilst managing a variety of competing priorities and stakeholder perspectives.

Job description

Head of Membership (Deputy CEO) at London Metropolitan University's Students' Union.

Full-time permanent role. Students' Union Salary Band 6 a.

Located within the Union, reporting to the Chief Executive or in their absence the Chair of the Board of Trustees.

Responsible for: Membership services functions

Direct reports: Student Activities Coordinator, Student Voice Coordinator – Academic Advice & Representation, Student Voice Coordinator – Engagement & Campaigns, Student Assistants

Post reference: LMSUHoM-Oct19. Effective date: September 2020

The Head of Membership will liaise and work closely with other Union staff, senior University colleagues and external contacts in the delivery of their responsibilities and the furtherance of the Union's aims.

Job purpose

- Lead, manage and develop the Membership Services functions including strategic planning and operational delivery.
- Act as a Senior Manager (Deputy Chief Executive) helping manage the human, financial and physical assets as well as supporting the financial sustainability and statutory compliance of the Students' Union.
- Support Elected Officers and Student Representatives through provision of advice, guidance, support and training.
- Line management responsibility for all staff working within Membership Services including casual/student staff.

Main duties and responsibilities:

Strategic Management & Leadership

- Contribute to the overall development of SU's strategic plan including development of objectives, KPIs and annual operating plans
- Support the student officers, providing advice, guidance and assistance with delivery of manifestos and objectives as appropriate.
- Lead strategic development of all Membership Services functions ensuring involvement from and dissemination of information to all relevant staff.
- Along with the Student Officers and CEO form an effective leadership team with responsibility for the running and development of the SU.

Service Development & Delivery

- Provide leadership and development of all Membership focused services including Advocacy, Advice, Campaigns, Democracy, Governance, Representation, Student Activities and Volunteering.
- Lead engagement with key stakeholder's inc. students, SU staff, University staff, NUS, other SUs and external organisations on all matters relating to Membership Services functions.
- Act as the SU designated safeguarding person.
- Responsible for driving income generation in areas of Membership Services including sports and societies membership, sponsorship and fundraising.
- Ensure where appropriate that activities and services are student-led, empowering students to influence their own and other students' experiences.
- Develop a culture of quality service delivery, driven by student feedback ensuring exemplary customer service for our members.
- Oversee provision and development of SU services at Aldgate campus including SU office provision.

Financial & Operational Management

- Oversee, via delegated budget holders, budgets for the Membership Services functions including production of annual budgets and reporting on any variances on a monthly basis as required.
- Ensure maintenance of financial controls across all services including compliance with all financial processes and procedures including ensuring submission of relevant information requested in a timely fashion.
- Support staff with regards the application of best practice, and leading a culture of compliance with regards the students' Unions financial regulations.
- Ensure our values are adhered to and value for money is obtained with regards to procurement, contracting services and expenditure.
- Responsible as a senior manager within the Students' union for resource and asset management, supporting the long-term sustainability of the organisation.

Staff Management

- As the senior manager responsible for the Membership Services functions oversee recruitment, selection, and induction of relevant staff.
- Coordinate and monitor workloads of all direct reports including facilitating regular check-ins and ensuring performance is meeting expectations.
- Undertake performance reviews of all direct reports in line with SU procedures ensuring individual training needs and work requirements are identified and agreed.
- Ensure ongoing development of Membership Services staff through leading a culture of learning and development.
- Seek out opportunities for the employment of our members where appropriate.

Miscellaneous/other duties:

- Work across all sites and the estate.
- Promote the SU in a positive manner.
- Attend meetings and training events as necessary to enhance the role and the impact of the service to students.
- Undertake training and develop specialist knowledge in appropriate areas.
- Comply with and promote the environmental and sustainability policies and practices within the SU.
- Have a flexible approach to duties and work and, in particular, adopt a team work style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other areas of the SU.
- Undertake other duties of a reasonable nature, as may be determined by the postholder's line manager from time to time, in consultation with the postholder.
- Carry out all duties in accordance with the SU policies designed to protect members of staff or students from harassment. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards staff, students, visitors or members of the public. The postholder should also counteract such practice or behaviour by challenging or reporting it.
- Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the SU and University Health and Safety Policies, Codes of Practice and local arrangements.
- Co-operate with the line manager or any other person with specific responsibility for health and safety, to enable the SU's and University's responsibilities under the Health and Safety at Work Act to be performed.
- Demonstrate a commitment to working in a democratic environment.
- The SU will require the appointee to undertake a Disclosure and Barring Service (DBS) Check prior to employment commencing. The DBS clearance will be sought by the SU.

Safeguarding

The University and in turn the Union have a number of students aged under 18 whom you will work closely with in the course of your duties and over whom you will have authority from time to time.

This role has been assessed accordingly as requiring a Disclosure and Barring Service (DBS) Check prior to employment commencing.

You will therefore be required to provide a satisfactory DBS clearance as a condition of employment in this role.



Person specification

| Attributes | Relevant criteria | How identified | Rank |
|--------------------------------|---|------------------------------|---|
| 1. Relevant experience | <p>Acting as an advocate for students</p> <p>Providing casework advice</p> <p>Working with and motivating volunteers</p> <p>Training and development of individuals and groups</p> <p>Supporting others in democratic roles</p> <p>Statistical monitoring and reporting, conducting research such as surveys</p> <p>Preparing advice literature</p> <p>Working in a membership focused organisation</p> | Application form & interview | <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> |
| 2. Education and training | <p>Educated to Degree and/or holding another relevant training qualification</p> <p>Advice and guidance qualification</p> <p>Management qualification</p> | Application form | <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> |
| 3. General & special knowledge | <p>Knowledge of Higher Education institutions and issues affecting students</p> <p>Democratic systems and procedures</p> <p>Working effectively as part of a team and using your own initiative</p> | Application form & interview | <p>Essential</p> <p>Essential</p> <p>Essential</p> |
| 4. Skills & abilities | <p>Computer literate in Microsoft Office Suite (Outlook, Word, PowerPoint and Excel)</p> <p>Excellent verbal and written communication</p> <p>Able to work with minimum supervision, manage own workload, meet deadlines, determine priorities and deal with multiple demands</p> | Application form & interview | <p>Essential</p> <p>Essential</p> <p>Essential</p> |
| 5. Special requirements | Disclosure and Barring Service (DBS) clearance | Application form | Essential |

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce a short list.

Application

The closing date for applications is Monday 5th October 2020 at 12:00 midday.

Interviews will be held on Friday 16th October 2020.

We will endeavour to inform shortlisted candidates by Wednesday 7th October 2020.

To apply please complete an application form and submit it to su-jobs@londonmet.ac.uk

To download an application form visit: www.londonmetsu.org.uk/aboutus/workwithus

Please note that to ensure we can fairly and consistently shortlist applicants, we cannot accept a CV on its own as a job application. CVs will only be accepted when submitted alongside a fully completed application form.

Candidates will be shortlisted for interview based on how closely they demonstrate a match to the criteria outlined in the job purpose and person specification.

For an informal conversation regarding this role or if you have any additional questions please contact Andy Morwood, Chief Executive by email at su-jobs@londonmet.ac.uk

