



London Metropolitan University
Students' Union

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| Job Title: Student Voice Assistant (x 2) | |
| Salary: | £12.21 per hour including holiday pay |
| Hours of work: | 10 hours per week per role Hours can be worked flexibly around course commitments with the agreement of the Student Voice Coordinator |
| Report to: | Student Voice Coordinator |
| Job Purpose: <p>To provide administrative and operational assistance to the Membership Team, supporting and encouraging student participation and engagement with the Students' Union's advice and advocacy, representation and democracy functions.</p> <ul style="list-style-type: none">• To undertake a range of administrative and operational tasks that support the Student Voice Coordinators and other staff in the Membership Team• To monitor, promote and help increase student participation and engagement in student voice activities | |
| Main Duties and Responsibilities: <u>Advice and Advocacy</u> <ul style="list-style-type: none">• Provide administrative support for the Advice Service e.g. responding to emails and calls• Help monitor and analyse information received from students to spot trends, new ways to improve the student experience and areas of particular concern• Assist in the promotion of the Advice Service e.g. ordering promotional materials, creating videos, staffing stalls, attending events• Work with the SU Communications Team to promote the support available for students• Create a social media plan to increase awareness of the service and provide information and advice on relevant topics at key points in the student journey• Create, monitor and update relevant web content to improve the information and advice available to students on issues affecting them• Design templates and step by step guides for appeals, claims and other relevant processes• Assist with the creation of an Advice Handbook <u>Representation</u> <ul style="list-style-type: none">• Provide administrative support for the Student Reps scheme e.g. assisting with meetings and events, responding to inquiries, sending out newsletters and emails, ordering merchandise, booking training, social events and conferences, updating the Rep database, monitoring attendance• Assist in the promotion of the Student Reps scheme e.g. ordering promotional materials, creating videos, staffing stalls, attending events• Create a social media plan to promote the Student Reps scheme and the role Student Reps play in representing the academic interests of students• Assist the SU in further developing the Student Reps scheme through research and | |

analysis, and supporting the production of associated reports

- Provide support for committees e.g. booking rooms, broadcasting equipment and refreshments for meetings, ensuring committee dates, minutes and actions are available online and ensuring papers are updated and circulated in advance of committees
- Provide administrative and operational support for other representative functions e.g. Student Open Meetings, Officer Q&A events
- Help to create online resources and handbooks that support elected representatives and other engaged students to campaign and lobby the University
- Provide assistance with officer induction, training and support e.g. contacting elected representatives, arranging training, adding training to calendars
- Create, maintain and update content within the Representation sections of the SU's website to improve awareness about the SU's representative work and help ensure students feel well-represented

Democracy

- Provide administrative and operational support with the SU's democratic events and processes e.g. Leadership Elections, Referenda, SU Council, and Members Meetings in line with the SU's governance structures
- Help monitor and analyse information about democratic participation across all levels of student involvement and opportunities
- Help increase student engagement in our democratic processes and help ensure that our systems and procedures are appropriate to our membership
- Assist with NUS Conference delegates e.g. booking conference places, arranging travel, organising training, creating report templates
- Assist in the promotion of SU democratic processes and events e.g. ordering promotional materials, creating videos, staffing stalls, attending events
- Work with the SU Communications Team to promote all democratic events and activities
- Create, monitor and update relevant web content to improve information about SU democracy and how students can get involved

Office support

- Provide general administrative support for the Membership Team e.g. room bookings, record keeping, minute taking and other secretarial work, filing, audit supplies
- Provide IT support for student voice activities e.g. enrolling Student Reps on weblearn modules, website editing, creating online events
- Maintain notices, leaflets and poster supplies across the campuses and arrange for shipping between campuses of these and other supplies
- Create and maintain contact list for schools and professional departments across the University
- Help staff offices and assist with student inquiries
- Assist with ordering and purchases made in respect of the Membership team in line with ethical and environmental policies

Miscellaneous/ Other Duties:

- Act as an ambassador for the SU, promoting a positive image, in everything that you do
- Attend meetings and training events as required to aid SU and personal development
- 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 teamwork style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other areas of the SU
- 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
- The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required
- The job holder may 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
- The job description may be subject to amendment from time to time after discussion with the post holder
- This job description does not constitute part of the contract of employment

Review Clause:

This is a description of the job as it is presently constituted. It is the SU's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, giving consideration to any representations s/he may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date on which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means is appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation depending on the extent and scope of the changes.

Personal Specification

| Attributes | Relevant Criteria | How Identified | Rank |
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| 1. Relevant Experience | Experience of administrative tasks including record keeping and minute taking | Application form and interview | Desirable |

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| 2. Education and Training | Current Student at London Met University | Application form | Essential |
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| 3. General & Special Knowledge | Knowledge of the issues affecting students at London Met | Application form and interview | Desirable |
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| 4. Skills & Abilities | Ability to work both independently and as part of a team | Application form and interview | Essential |
| | Ability to undertake a range of administrative procedures | | Essential |
| | Basic IT skills, including the ability to use G Suite | | Essential |
| | Ability to organise and prioritise work | | Essential |
| | Good verbal and written communication skills | | Essential |
| 5. Special <u>Requirements</u> | | Application form | |
| <p>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 (long list) which meet all of the essential criteria, we will then use the desirable criteria to produce a shortlist.</p> | | | |