



Student Voice Coordinator (Academic & Inclusion

Recruitment Pack Full-Time

April 2024





Welcome

Thank you for your interest in the position of Student Voice Coordinator (Academic & Inclusion) at Kent Union and for wanting to work with us.

We are a vibrant, student-led organisation with a bright future ahead of us. Our focus is to amplify the voice of our members and ensure they have a fantastic student experience. Our driving force is our strategy, which sets out our priorities over the next two years.

Students are the reason Kent Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience, whether it's helping them with their studies, practicalities of life or to have fun.

We are a strong and successful students' union that delivers a broader range of services than most other UK Students' Unions. We run student opportunities, events and services that are sector-leading and engage thousands of students every year.

The goals in our strategic plan going forward are to be 'student led', 'here for you' and 'a place of opportunities' for our students. We do this by being an expert on and advocate on behalf of students, campaigning and challenging for a positive and inclusive experience for them and empowering them to make the most of the many opportunities available to them.

Kent Union is a great place to work. Previously being accredited with Investor in People Gold status and Leaders in Diversity. We were the first students' union in the UK to achieve Investing in Volunteers status and have been included in the Sunday Times 100 Best Not-For-Profit Organisations to Work For, for 11 years, placed 17th for 2020.

I hope you will want to apply and you should find everything you need in this pack about the role and about working for Kent Union, but if you do have any questions you can contact us at kentunionhr@kent.ac.uk.

Zaid Mahmood
Students' Union President



Information about the post

The Student Voice department aims to be the hub for amplifying and empowering students' voices with an inclusive lens. This role is fundamental to Kent Union, and aims to amplify the voices of our members, enhance the student experience, and uphold Kent Union's values of being bold, inclusive and supportive.

As the Student Voice Coordinator (Academic & Inclusion), you will be a key member of the team, and implement key and exciting work and initiatives within the Student Voice Department. The role will jointly coordinate, implement the event management, offer day-to-day support, and empower up to 700 Student Reps, 40+ academic societies, 10 Student Networks and the successful delivery of our 5 Liberation and History months. As well as working to support objectives within the 'Student-Led' theme within Kent Union's strategy.

The successful candidate will have good experience in working with volunteers, a track record in coordinating multiple projects and a demonstrable passion for supporting students to change the world. This is an incredibly exciting post and an opportunity to lead on important areas of work within Student Voice. I hope that you will consider applying and take up the chance to work with inspiring student leaders in a dynamic and vibrant organisation.

This pack should provide everything you need to support your application. It contains:

- Job description
- Person specification
- Copy of full advert
- About the role
- Application and selection process and timetable

Why work for us?

We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at University. You'll get to directly shape what we do and pioneer new areas of work.

We're Supportive

We offer minimum of 37* days of annual leave, time off for volunteering, generous wider benefits and defined benefit pension scheme. We're also really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.

We're Inclusive

We are an organisation that champions equity and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs or disability.

And It's Great Fun!





We are always working hard to improve the student experience but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

*Entitled to 23 days' leave, increasing by 1 day a year to a maximum of 28 days; 6 'customary' days' leave, normally taken over Christmas; and 8 Bank Holidays (full-time equivalent).



Information about the role

Job description:	Student Voice Coordinator (Academic & Inclusion)
Department:	Student Voice
Reports to:	Academic Communities & Student Voice Manager
Role purpose:	The post holder will empower students to represent themselves at all levels of University decision making and enhance academic communities and inclusion. The role will jointly coordinate, implement the event management, offer day-to-day support and empower up to 700 Student Reps, 40+ academic societies, 10 Student Networks and the successful delivery of our 5 Liberation and History months. As well as working to support objectives within the 'Student-Led' theme within Kent Union's strategy. Help support policy and inclusion work, and to enhance our academic communities at Kent.

Duties and Responsibilities

Operational Duties
<ol style="list-style-type: none">1. Empower and provide day to day support for Kent Union Student Reps volunteers within 3-4 divisions.2. Coordinate the event management of 2-3 history and liberation months throughout the year.3. Empower and provide day to day support to up to 20+ academic societies.4. Work with colleagues across the Union and the University of Kent to support the effective delivery of the student representation system.5. To work with Kent Union Officers to support effective academic representation, policy campaigns and inclusion work.6. To support the Academic Communities & Student Voice Manager with policy projects and fostering academic communities at Kent.7. To facilitate regular Rep Forums and act as staff support for 5 Student Networks.8. Help conduct adhoc research for policy, lobbying and any EDI initiatives when required.


People Responsibilities (if any)

1. To effectively communicate individual, department, and organisational goals to all people.
2. To encourage open feedback and debate from people.
3. To effectively coach and mentor people to help achieve potential, and lead by example on continuous personal development.
4. Implement best practice in student volunteer management, including although not limited to inducting and training student volunteers, performance management, reward & recognition.

Financial Responsibilities

1. Monitor the budget lines of our Student Networks, Student Reps, liberation months and academic societies.
2. To be responsible for the security of all resources and to follow all Kent Union's financial procedures.
3. To support the department in processing financial paperwork including invoices, purchase orders and internal transfers, ensuring value for money.

Expected Behaviours

1. To attend training sessions, and appropriate meetings as and when required.
2. To contribute to the positive image of Kent Union with students, the University and the local community.
3. To lead by example and demonstrate a full understanding of the organisation's democratic structures.
4. To ensure systems are in place to reduce Kent Unions' impact on the environment.
5. To act as an ambassador for Kent Union and show loyalty to the organisation, abiding by the Union's Articles of Association, policies and procedures at all times.
6. To undertake other tasks and responsibilities compatible with the level and nature of the post as required by your manager from time to time to support the achievement of Kent Union's Strategy.

This job description does not form part of the contract of employment.

What we're looking for

Person Specification				
Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.				
Qualifications	Essential	Desirable	Tested at Interview	Tested at application
Educated to degree level		X		X
An appropriate qualification in working with or managing volunteers, or an appropriate qualification in training		X		X
Experience	Essential	Desirable	Tested at Interview	Tested at application
A good understanding of working with, supporting and empowering volunteers	X		X	X
Experience of building strong relationships with others to deliver shared objectives	X		X	X
Strong interpersonal and communication skills, with the ability to engage and collaborate with diverse backgrounds and people	X		X	X
Empowering student issues, academic support, equality, diversity, and inclusion (EDI), or other related areas	X		X	X
Experience of developing, planning and delivering training programmes, in particular soft skills training		X	X	X
Knowledge	Essential	Desirable	Tested at Interview	Tested at application
A thorough understanding of the current issues affecting higher	X		X	X



education institutions and students and how this impacts upon the role				
A good knowledge of how to run effective campaigns or projects. Utilising a range of tactics and communication tools	X		X	X
A good understanding of best practice in student voice and EDI work	X		X	X
Knowledge of data collection, analysis, and reporting related to student engagement and academic outcomes		X	X	X
Knowledge of developing, planning, and delivering training programmes, in particular soft skills training		X	X	X
Skills and Abilities	Essential	Desirable	Tested at Interview	Tested at application
Ability to work independently and as part of a team in a dynamic, fast-paced environment	X		X	
Good presentation, oral and written skills and good attention to detail	X		X	
Good IT skills with confidence in using MS Outlooks, Word, Excel and Google docs	X		X	
Ability to handle competing priorities	X		X	
Understanding and commitment to promoting equality and diversity and inclusive practices	X		X	



Values & Behaviours	Essential	Desirable	Tested at Interview	Tested at application
Evidence of commitment to continuing personal and professional development	X		X	
A firm commitment to EDI; working well with people who have different ideas, perspectives and backgrounds	X		X	
A team player. Celebrating others' successes and supports others to achieve team goals	X		X	
Commitment to working in a democratic and membership organisation and supports advocacy	X		X	



A bit about us

Why we're here – our mission

We are a charity that supports students at the University of Kent; we are:

Student led

Here for our members

A place of opportunities for our members

Why we do it – our beliefs

We believe every student at the University of Kent should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should have the opportunity to fulfil their potential in life, have a voice in society and make a difference. We believe that Kent Union is integral to empowering students to realise this belief.

Where we're going – our vision

Our vision is to provide the best student experiences on the planet.

How we're perceived – our values

Bold – we are brave and courageous; we stand up for students' rights; we are innovative and we challenge the status quo.

Inclusive – we welcome all people and appreciate their uniqueness; we are champions of equality and diversity.

Supportive – we look out for people; we want students to succeed in life so we offer transformative experiences for them to get involved in; we ensure our staff have a healthy work-life balance.

Staff and Management Structure

Kent Union employs approximately 416 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 116 career roles – professionals who have made working at Kent Union part of their career.



The important HR bit

Where we work:

We have five buildings over the University of Kent campus, from where we deliver services for students, including advice, entertainment, volunteering experiences, a nursery and shops.

Our address is Mandela Building, University of Kent, Canterbury CT2 7NW. There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

When we work:

Kent Union recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. We have many different ways in which staff can work which includes earlier or later starts, compressed hours, part-time hours and term-time only contracts.

Where we can staff have flexibility in how they work. If staff wish to work some of their week remotely, and we can accommodate this, they can do so, with some key touch dates when they will be required to work on campus.



Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made. Our standard working hours are 9am – 5pm, 35 hours per week, with an hour unpaid lunch break.



About the role

Summary of terms

- This is a full-time, permanent position.
- The contracted hours are 35 hours per week
- This post will be based at University of Kent, Canterbury Campus.

Any other information:

Some occasional weekend and evening working.

Salary

This post is Grade:

5.1

of Kent Union's pay scale.

Post holders usually start at point 1 within the pay grade, subject to experience which is

£ 23,028

and move up one incremental point annually, subject to performance.

Probationary arrangements

This post is subject to a 6-month probationary period, with 1, 3 and 6-month reviews.

Notice Period

The notice period for this position is:

4 weeks

Annual Leave Entitlement

The post holder is entitled to 23 days' leave, increasing by 1 day a year to a maximum of 28 days; 6 'customary' days' leave, normally taken over Christmas; and the 8 statutory leave days for England (full-time equivalent). Total entitlement is therefore 37 days in year 1, rising to 42 days after 5 years.

Pension

The post holder is entitled to join the Superannuation Arrangements of the University of London (SAUL), Start pension scheme with PensionsPlus (salary sacrifice), in which Kent Union contributes 16% and employees contribute 6% of salary

Hours of Work

The contracted hours are 35 hours a week, with flexibility over work hours and times.



Benefits

Kent Union is committed to facilitating a healthy work-life balance and has cutting edge flexible working policies. Below is a list of some of the staff benefits:

- BUPA Health Cash Plan
- Generous holiday entitlement
- Generous pension
- Maternity, paternity, shared parental, adoption and grand-parent leave
- Career break
- Time off for volunteering
- Time off for emergencies and compassionate leave
- Flexible working requests
- Time off in Lieu
- Short notice annual leave days (or 'duvet days')
- Workplace Nursery Salary Exchange scheme
- Cycle to Work scheme
- Length of Service rewards
- Staff recognition scheme
- Christmas and other social events

Equity, Diversity & Inclusion

We have recently implemented our new EDI strategy 2023-28 the Strategy is here to ensure equity and inclusion are a priority for Kent Union. Please see the full document here [Link](#) Annually we review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from Racially and Ethnically Marginalised People (REMP) and have introduced a REMP Priority Interview Scheme.

Pre-employment checks

All job offers are conditional on the receipt of two satisfactory references. We are also obliged to check your identity and obtain proof of your right to work in the UK, which you will be asked to provide at interview if you are successfully shortlisted.

Induction and training

All new staff benefit from an induction from the HR Team and their own team, as well as ongoing support and personal development.



How to apply

Application and Selection Process and Timetable

Position advertised	29/04/2024 00:00
Applications close	27/05/2024 11:59
Shortlisting	28/05/2024 00:00
Interviews	07/06/2024 00:00

Applications

To apply please download and complete an application form from our recruitment website kentunion.co.uk/careers and email it along with the Diversity Monitoring Form to kentunionrecruitment@kent.ac.uk; please ensure that you pay particular attention in your application to detailing how you meet the requirements of the person specification. The Diversity Monitoring Form will be separated from applications prior to short-listing. Completed applications must be received by:

27/05/2024 23:59

Website

Kent Union's website contains further background information about Kent Union to help potential applicants. Potential applicants are encouraged to look at the website prior to applying; the website address is kentunion.co.uk

Further Information and Questions

If you require further information, please contact:

Name	Nelly Lockett
Job title	Academic Policy & Representation Manager
Contact number	01227824200
Email address	e.lockett@kent.ac.uk

More information is available at www.kentunion.co.uk/careers

Equality, Diversity and Inclusion (EDI)

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Annually we review racial diversity within our workforce, and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically marginalized backgrounds candidates and have introduced a Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme.

The Racially and Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organization. If you meet the minimum criteria (at least 80% of the “essential” criteria in the person specification) and are from a REM background, you’ll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed Interview scheme, you must indicate this by selecting the relevant box on the Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications.

The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



Job advert

Job title	Student Voice Coordinator (Academic & Inclusion)
Annual Salary	£ 23,028
Hours per week	35

- Generous pension and benefits
- 37 days' annual leave (rising to 42 after 5 years) (full-time equivalent).

Thank you for your interest in the position of Student Voice Coordinator (Academic & Inclusion) at Kent Union and for wanting to work with us. We are a vibrant, student-led organisation with a bright future ahead of us. We, alongside many organisations, have needed to make difficult decisions over the last year, but are building back stronger with a renewed focus and energy to amplify the voice of our members and ensure they have a fantastic student experience. Our driving force is our new strategy, which sets out our priorities over the next two years. Students are the reason Kent Union exists.

We are there through their university journey. Our amazing staff and volunteers work towards improving their experience, whether it's helping them with their studies, practicalities of life or to have fun.





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If you require further information, please contact:

Name	Nelly Lockett
Job title	Academic Policy & Representation Manager
Contact number	01227824200
Email address	e.lockett@kent.ac.uk

More information is available at www.kentunion.co.uk/careers

Kent Union is an organisation that champions equity and diversity and we have recently introduced a REMP guaranteed interview scheme, full details of which can be found in the Recruitment Pack.

To apply please download and complete an application form from our recruitment website kentunion.co.uk/careers and email it, along with the Diversity Monitoring Form to kentunionrecruitment@kent.ac.uk.

Closing date	27/05/2024 23:59
Interview date	07/06/2024 00:00