



Head of Student Voice & Insight

Recruitment Pack Full-Time

April 2024





Welcome

Thank you for your interest in the position of Head of Student Voice & Insight 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

This is a great new opportunity for an individual to take on an important role in leading and supporting a talented and passionate team. The Student Voice Department aims to be the main hub for amplifying, representing and empowering students' voices at Kent with an inclusive lens.

The Head of Student Voice and Insight will be responsible for providing leadership through driving student-led data & insight, for impactful and representative engagement, and managing multiple services and projects. They will help increase positive outcomes for Kent Union's student reps and academic communities, maximise our democratic processes to ensure they are grassroots and equitable; plus be a champion for advocacy and EDI initiatives to overall enhance the student experience at Kent.

You will have the opportunity to make a real impact, with the experience, and the ability to work collaboratively and to motivate and influence others. You will build and maintain relationships with key stakeholders across the University of Kent to increase Kent Unions reputation, profile, and influence across all relevant platforms.

The role will lead initiatives to gather, analyse, and act upon insights provided by students, ensuring their voices are heard and integrated into decision-making processes at all levels. You will support and empower our elected officers with their campaigns and projects whilst building a great student volunteer initiative to improve reward and recognition. A key area of student voice is developing and ensuring Equality, Diversity and Inclusion is within everything we do. With the launch of our new EDI Strategy 2023-28, this role will be supporting the implementation of the strategy whilst ensuring Kent Union's journey to equity.

The post-holder will be responsible for building constructive relationships with key stakeholders, in particular University staff; and working closely with the full-time Officers in championing an environment where ALL students feel safe and campaign for a positive, inclusive, anti-racist University.

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 equality 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:	Head of Student Voice and Insight
Department:	Student Voice
Reports to:	Director of Advocacy & Student Voice
Role purpose:	<p>The Head of Student Voice and Insight will be responsible for providing leadership with driving student-led insight for impactful and representative student engagement. They will help to foster academic communities to increase positive outcomes for our student reps, academic societies, and Student Networks. They will help maximise our democratic processes to ensure they are grassroots and representative to improve the overall student experience at Kent equitably.</p> <p>They will support the full-time Elected Officers with their campaigns and to influence and lobby the University. The post-holder will be responsible for building constructive relationships with key stakeholders, in particular University staff; and working closely with the full-time Officers in championing an environment where ALL students feel safe and campaign for a positive, inclusive, anti-racist University.</p>

Duties and Responsibilities

Operational Duties
1. Develop and implement departmental goals, objectives, and strategies in alignment with the Union's mission and vision.
2. Lead and manage Kent Union's democratic processes and policies. This includes project managing our Officer Leadership Elections, to ensure they are fair & democratic and encourages participation across all demographics and departments.
3. Develop and create strategies for our student representatives & student volunteer management tools to enhance students soft and hard skills for better graduate outcomes.
4. To be aware of the EDI issues affecting students and championing work with the Elected Officers and Student Networks to tackle them.
5. Lead on research and insight for Student Voice and project management of Kent Union's Inclusive projects.



6. To support and empower the Elected Officer team through managing campaigns and influencing on relevant policy, within the University/ local government/ council for positive impact
7. Build relationships amongst colleagues, University staff and our student volunteers through training, research, and insight. Endeavouring to develop constructive, mutually beneficial and strategic relationships
8. Identify, source, and design a variety of volunteer management support & materials for staff and student volunteers to develop adequate leadership and development.
9. Lead on advocacy and policy work to empower and advocate for students on: safety on campus, community initiatives, lobbying and other student issues.
10. To ensure the team is innovative, flexible, and responsive to adapting as necessary to the opportunities and challenges created by the ever changing economic, political and educational environment.
11. To ensure Student Voice services are regularly reviewed. By utilising benchmarking, best practise and through encouraging creativity and innovation.

People Responsibilities (if any)


1. Coordinate the work and monitor the workloads of direct reports, ensuring that staff levels are adequate and efficient.
2. To provide leadership and direction for direct reports, to maximise their performance and their potential for themselves and Kent Union.
3. Assist in the development of direct reports by encouraging a coaching culture.
4. Coach and mentor the Elected Officer team, and empower and support them throughout their one year term of office.
5. Undertake performance reviews of direct reports, in line with Kent Union policy.
6. To ensure that the Union's Health and Safety Policy and Health and Safety legislation is adhered to at all times.

Financial Responsibilities


1. To manage and monitor delegated budgets for the Student Voice Department.
2. To ensure best value for money is obtained across the department, and to be accountable for security of all resources.
3. Maintain financial controls and systems and ensure all budgets are managed effectively and in accordance with Kent Union's financial procedures.
4. To manage the implementation of representation budget, academic societies finances, Student Network budgets and Officer Budgets on our new accounting software Iplc.it.

Expected Behaviours

1. To attend training sessions, and appropriate meetings as and when required.
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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
Management and leadership experience	X		X	X
Relevant experience of providing advice and support across a wide range of student experience issues and equality and diversity activities	X		X	X
Analysing data and creating reports for different audiences	X		X	X
Excellent verbal and presentation skills with the ability to communicate complex information clearly	X		X	X
Financial management, including budgets, and achieving financial targets		X	X	X
Knowledge	Essential	Desirable	Tested at Interview	Tested at application
A good understanding of best practise in supporting and empowering volunteers and projects	X		X	X



Knowledge of advocating on behalf of others or working in similar settings	X		X	X
Good understanding of planning projects and campaigns	X		X	X
Good knowledge of democracy principle, and running elections		X	X	X
Good knowledge of current student issues within Higher Education		X	X	X
Skills and Abilities	Essential	Desirable	Tested at Interview	Tested at application
Excellent networking, presentation, oral and written skills	X		X	X
IT competent with a good understanding of Microsoft Outlook, Word and Excel and Google Docs	X		X	X
Ability to handle competing priorities	X		X	X
Ability to work with students and officers who representatives and leaders	X		X	X
Excellent understanding to promoting EDI practises	X		X	X
Values & Behaviours	Essential	Desirable	Tested at Interview	Tested at application
Evidence of personal commitment to continuing professional development	X		X	X
A leader on equality, diversity, and inclusivity who values diversity and removes barriers to EDI	X		X	X



A role model who promotes high standards of integrity and honesty	X		X	X
A leader and effective manager who has a positive solution focused and is able to make tough decisions	X		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:

Staff are typically expected to work on average 3 days in the office

Salary

This post is Grade:

9.1 to 10.1 dependent on experience

of Kent Union's pay scale.

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

£33,350 - £36, 812 dependent on experience

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:

8 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 REMF 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 23:59
Shortlisting	28/05/2024 00:00
Interviews	10/06/2024 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	Olivia Adekunle
Job title	Director of Advocacy & Student Voice
Contact number	01227824200
Email address	o.adekunle@kent.ac.uk

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

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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	Head of Student Voice & Insight
Annual Salary	£33,350- 36,812 dependent on experience
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 Head of Student Voice & Insight at Kent Union and for wanting to work with us. We are a vibrant, student-led organisation with a bright future ahead of us. After a challenging few years, we are going from strength to strength 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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The post-holder will be responsible for building constructive relationships with key stakeholders, in particular University staff; and working closely with the full-time Officers in championing an environment where ALL students feel safe and campaign for a positive, inclusive, anti-racist University.

If you require further information, please contact:

Name	Olivia Adekunle
Job title	Director of Advocacy & Student Voice
Contact number	01227824200
Email address	o.adekunle@kent.ac.uk

More information is available at 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	10/06/2024 00:00