

Job Profile

Job Description

Job Details		
Job Title:	Representation and Democracy Coordinator	
School/Dept/Institute & Centre:	Students' Union	
Reports to:	Representation and Democracy Manager	
Grade:	3	Full Time 35 Hours per week
Appointment period:	Indefinite	
Current Location:	Mile End & Whitechapel	

Job Context

Queen Mary University of London Students' Union (the Union) is a representative and campaigning organisation providing high quality services, activities and opportunities for Queen Mary University of London (QMUL) students. The Union's mission is 'Together, we improve students' lives' and it has a strategy that sets out clear ambitions about improving the community on campus, providing better representation and supporting and developing students. The Barts and The London Students' Association (BLSA) is a division of the Union and supports students within the school of Medicine and Dentistry.

This role is within the Representation and Democracy team which supports student representatives, the Welfare Committee and Education Committee and student decision making including Student Council, all members' meetings, elections and referendums. The team supports the Executive Officers to campaign on education and welfare issues. The team works closely with the Union's Advice Service.

The role will be split between two campuses and based in an open plan offices in BLSA building and the Students' Union Hub building, which is used by Union staff from the teams of Representation and Democracy, Student Engagement, Communications and Marketing, Customer Services and the Executive Officers.

Job Purpose

To support, coordinate, promote and raise the profile of the work of the Representation and Democracy department. The post holder will work with officers, students, Union staff, QMUL and relevant external bodies to ensure that student policy is implemented and that campaigns and events are researched, student-led and achieve their objectives. To provide developmental and day-to-day support to the Vice President Barts and The London (VPBL) and BLSA board.

Main Duties & Responsibilities

- To act as a point of contact for any enquires related to the department, responding professionally and courteously to queries in person, by email, by phone and through social media, upholding the reputation of the Union at all times.
- To support the VPBL, relevant student officers and committees with developing and achieving objectives, carrying out research, developing and implementing policy and carrying out and evaluating events and campaigns. Bringing in support and expertise from relevant Union staff.
- To organise and administer the relevant meetings, developing and overseeing annual schedules, collating agendas, preparing papers, recording minutes and monitoring follow-up actions to ensure efficient and effective meetings throughout the year.

Main Duties & Responsibilities

- To provide operational and administrative support to the VPBL, relevant student officers and management including, but not limited to, processing finances and proof reading first drafts of documents.
- To support and develop the areas of work within student communities, including, but not limited to, International students.
- To provide briefings and training, with support from management, to student officers and staff on issues affecting student communities.
- To develop and deliver training, induction sessions and opportunities for sharing good practice for relevant students.
- To develop and maintain systems for regular communications with relevant students and foster good working relationships to benefit their personal development and work.
- To develop and maintain partnerships with departments across QMUL and key stakeholders to improve the experience of students at the University and in the community.
- To support the planning, delivery, evaluation and promotion of engagement, reward and recognition events and initiatives for relevant students
- To support management in overseeing and working within a set budget.
- To monitor and report on basic service standards within own area to maximise service quality and efficiency.
- To promote good governance and ensure all relevant committee meetings are meeting all necessary regulations and obligations.
- To support management in ensuring student-led policy is implemented
- With support to be acutely sensitive to decisions or policy made by the University from a risk and opportunities perspective.
- To oversee the administration and delivery of the peer mentoring scheme.
- To support management in carrying out the democratic activities of the Union, including, but not limited to; elections, referendums, general meetings and supporting the wider activities and projects of the Union.
- To support the Representation and Democracy Manger with the day to day running of the department and undertake other duties required consistent with grade and responsibilities of the post at the request of senior management.
- To champion and implement the Union's environmental and ethical aims within the department.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements		Essential / Desirable
Qualifications	Appropriate relevant academic/vocational qualifications (A Levels, NVQ Level 3, BTEC Level 3) or equivalent relevant experience	E
Knowledge, Skills and Experience	Experience of working within the education and/or the not-for-profit sector	E
	Experience of working with student representatives or volunteers	E
	Experience of assisting with recruitment and support of volunteers	E
	Experience of delivering training and/or presenting to large groups	D
	Experience of supporting campaigning work	E
	Experience of promoting and marketing a service	E
	Experience of keeping accurate records, systems and reports	E
	Experience of working/responding independently and dealing with unforeseen problems and circumstances.	D
	Experience of carrying out research and evaluation of a service	D
	Good understanding of the needs of students	E
	Excellent attention to detail	E
	Computer literate with a good knowledge of Microsoft Office software (including Outlook, Word, Excel, PowerPoint)	E
	Understanding of policy in the context of a democratic, membership-led organisation	E
	Experience of handling complex enquiries and press requests	D
	Experience of project management	D
	Excellent organisational skills and the ability prioritise a varied workload	E
	Excellent oral and written communication skills	E
Ability to be empathetic, diplomatic and sensitive to the needs of students	E	
Ability to take a constructive and co-operative approach to solving problems, consulting with senior staff when necessary	E	
Attitude, Disposition and Other circumstances	Ability to demonstrate an understanding of confidentiality issues	E
	Ability to manage time over multiple campus when needed	E
	Ability to proactively update and involve relevant stakeholders	E
	Empathy with the aims and values of Queen Mary, University of London Students' Union	E
	Willing to work occasional evenings and weekends as required	E

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.