

JOB DESCRIPTION

Job Title:	Elected Officers Support Coordinator (Placement)
Salary:	£22,400
Contract:	Placement 10 th June 2024 – 9 th June 2025
Responsible to:	Advice & Insight Manager
Responsible for:	Occasional student staff
Location:	Based at College Lane Campus. Work at other sites and locations will be required.

Key role requirements:

This role offers an exciting opportunity for an individual interested in helping support Herts SU Elected Officers. Working across the Students' Union's Elected Officer team and Union departments, this person will play a central role in supporting Officers in successfully establishing and completing projects to enhance student experience.

Main duties and responsibilities:

- Assist the delivery of Elected Officers team initial and ongoing training and development.
- Be the main contact for Elected Officers, including leading the organisation and administration of Elected Officer shifts, and providing ongoing support and guidance.
- Provide briefings for the Elected Officer Team prior to senior-level University meetings.
- Work with the Elected Officer Team and other managers/departments to communicate project updates to be communicated to students, and relevant staff supporting projects.
- Assist the delivery of Herts SU Bye-Elections, if required.
- Work with the Union's Insight team and Advice and Support team to identify, capture and translate the student voice into relevant ongoing projects for Elected Officers.
- Work alongside the Union Marketing Team to develop a year-round communications strategy for Officer projects and ensure they are effectively publicised to the membership and partners. Develop newsletters, promotional material and other social media to support projects.
- Compile reports outlining the effectiveness of Officer projects and suggest ways forward to develop. Maintain participation and engagement information for research purposes.
- Assist the oversight of the Elected Officer expenditure, in-line with their allocated budget.

Additional responsibility

General:

- Keep abreast of relevant national and local developments, changes in legislation, and attend meetings as required.
- Have a flexible approach to work and to undertake any other reasonable duties which may be required.
- Aspire to the highest standards of customer care at all times and, in conjunction with other relevant Union staff, to identify and respond to customer needs.
- Respect the democratic structure of the Students' Union at all times.
- Abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union Policies and Procedures at all times.
- Work flexibly and efficiently and to promote a positive image of Hertfordshire Students' Union at all times.
- Set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
- Be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable)

Supervision received

The post holder reports to the Advice & Insight Manager, but will work closely with other staff, Managers and Senior Managers and Elected Officers.

Supervision given

The post holder may have occasional responsibility for student staff.

Responsibility for budgets

Although the post holder will not be responsible for any department budget, they will be required to show commitment to maintaining healthy accounts within any budget relating to Elected Officer activities.

Contacts

The post holder will come into contact with students and other customers, Students' Union Managers, staff and elected Officers, University staff.

This document outlines the general duties required for the time being for the post of Elected Officers Support Coordinator (Placement). This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed and be added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

ELECTED OFFICERS SUPPORT COORDINATOR

PERSON SPECIFICATION

	How Assessed Application (A) Interview (I) Presentation (P)
ESSENTIAL CRITERIA	
Educated to Degree level or equivalent	A
Experience with or knowledge of current issues effecting the Higher Education sector	A/I/P
Experience in delivering campaigns/projects from inception through to delivery and evaluation	A/I
Experience of working in successful partnerships with a range of stakeholders	A/I
Ability to identify and implement improvements in all projects	A/I
Excellent written and verbal communication skills, ability to communicate at all levels	A/I/P
Experience of delivering communications using a range of resources and channels	I/P
Awareness and interest in social and digital media, including available technologies used in the sector	A/I
Ability to create and maintain strong working relationships with a wider range of people including staff, students and external providers	I/P
Ability to overcome hurdles and problems in a constructive manner	I/P
Reliable, flexible, friendly	I/P
Outstanding customer service skills	I
Ability to work under pressure	I
Able to work evenings and weekends as required	A/I
Self-motivated and self-reliant	I
Punctual and well organised	I
A good team player and pro-active with drive and enthusiasm	I
Facilitative of others' ideas and non-judgemental	I
Motivated and enthusiastic	I
Commitment to Equal Opportunities and understanding of its relevance to Students' Unions	I
Ability to work with a wide range of people from different backgrounds and cultures	I
DESIRABLE CRITERIA	
Experience in managing staff or volunteers	A/I
Excellent numeracy skills	A/I
Awareness of data protection and confidentiality	I
Knowledge and experience of using Adobe Design Suite	A
Full UK Driving Licence	A
Understanding of working in a democratic environment	A/I