

Job Pack

Student Voice Coordinator



**SURREY
STUDENTS'
UNION**

Your Surrey Life.

Chief Executive Officer's Introduction

Dear applicant,

Thank you for considering this role of Student Voice Coordinator at Surrey Students' Union. Our mission is to make sure our students have the best Surrey life, which means each and every staff role we have is exciting, varied and extremely rewarding.

Surrey Students' Union is a not-for-profit charity that aims to provide important, essential and exciting services to all students at the University of Surrey. We employ a team of full-time staff, five elected Sabbatical Officers and hundreds of student staff who lead, run and deliver them.

We are in the process of a positive period of change which has already seen:

- The launch of our new Strategic Plan, which sets out an ambitious plan for the next three years of our organisation's development; you can read more about this in this pack on page 6.
- Securing new funding from the University to support exciting and impactful initiatives such as expanding our Belonging initiative, and extra capacity in our Voice and Support Zones to improve the service we provide to our members.
- The opening of a fantastic new bar and kitchen at our Manor Park campus called Manor Park Social.
- A review of all of our governance and management structures to enable the smooth operation of all Union decision making and charitable responsibilities.
- Reorganisation of our approach to our digital systems and services to ensure we are offering the best possible experience to our members.
- The launch of our new brand guidelines and tone of voice to ensure we are communicating as effectively and impactfully as possible.
- A thorough review of our People Strategy to ensure we are recruiting, training and retaining the best possible staff through proper investment in our processes, policies and people development.
- The Union again being rated amongst the top 10 students' unions in the UK in the National Student Survey; this year we were rated 7th.

I'm proud to work for this organisation and I think you would be too. This job pack explains more about the Union, our superb Sabbatical Officers, the role and the benefits. We hope you will be interested in joining us and being part of Surrey Students' Union.

All the best,

Alex McKee

Chief Executive Officer





About Surrey Students' Union

Surrey Students' Union is the representative body for all University of Surrey students. We are a charity that aims to improve the student experience through a range of services we offer through our five zones. Consistently rated in the top 10 students' unions in the UK, Surrey Students Union is an essential part of the life for all students at the University of Surrey.

Central Zone

The Central Zone is led by our President and Chief Executive Officer, it is the foundation on which all of our other zones sit on. It includes our finance, human resources, communications, digital systems and front-of-house teams.

Activity Zone

The Activity Zone is led by our VP Activity and the Student Activities & Events Manager. It supports all of our clubs and societies to operate, helps committee members through training and development and works with Surrey Sports Park on Team Surrey - our sport and physical activity programme.

Community Zone

The Community Zone is led by our VP Community and Head of Commercial Operations. It is tasked with creating opportunities for Surrey students to meet each other, make new friends and try new things. It operates Rubix, our nightclub, and Manor Park Social, our bar.

Support Zone

The Support Zone is led by our VP Support and the Support Manager. It provides vital support services to students throughout their time at Surrey. It operates an all-year round advice service for all student issues. It also runs initiatives such as Nightline, Welfare Watch as well as various awareness campaigns.

Voice Zone

The Voice Zone is led by the VP Voice and the Head of Voice & Communications. It is the key link between student opinions and ideas and the key decision makers across the University. It runs the Course Reps and Head Reps as well as the Union Voice Forum and all Union elections. It also conducts research on student issues.



Our Sabbatical Officers

Each year five students are elected by the student body to lead the Union, they are called Sabbatical Officers. As a student focused organisation, our Sabbatical Officers are at the heart of all decision making, representation and interaction with the University of Surrey senior leadership. They each lead on a zone in conjunction with a staff member meaning they can meaningfully influence and change all the key services and functions of the Union. All staff roles at the Union interact regularly with Sabbatical Officers and they are a huge part of the enjoyment and energy that comes from working in a students' union.



From left to right:
Jenny VP Support, **Amber** VP Community, **Nicoelle** President, **Mimi** VP Activity, **Waleed** VP Voice



Our Vision

***Making sure our students
have the best Surrey life.***

Our Mission

We want our students to have the best Surrey life by:

- Improving their education and student life by representing their student voice
- Helping them enjoy their time through learning new skills and participating in our activities
- Ensuring they feel a sense of belonging through our community initiatives and vibrant social life in our venues
- By being by their side, no matter what, through our support initiatives, campaigns and services.

Our Strategic Themes

1. Your Education

2. Your Wellbeing

3. Your Belonging

4. Your Voice

5. Your Future

6. Your Union



Our Values

Dynamic

- We respond quickly to student issues and ensure we are well-informed by our network of elected student leaders.
- We are always willing to try new things, learn from our mistakes and continually improve our services.
- We understand that student interests change all the time and we pride ourselves on being responsive to this.

Approachable

- We are friendly and easy to talk to; we are here when students need us most.
- We communicate in a timely and accurate manner ensuring we adapt to how students want to be engaged with.
- We work hard to gain the trust of our members and work harder to keep it.

Fun

- We make university life enjoyable, empowering and memorable.
- We are fun, but not unprofessional or childish.
- When students look back on their time at Surrey, their involvement with the Union should put a smile on their faces.

Excellent

- We do things well, quickly and with students in mind.
- We want to be seen as the experts on our students; we know what they want and need.
- We are always trying to improve what we do and raise the bar.

Ethical

- We place our values above all else and strive for an inclusive and welcoming student community.
- We want to be a great employer offering the best possible job experience for students and full-time staff alike.
- We are a not-for-profit charity and ensure all of our services are accessible and run sustainably.



Have a look at our full strategy - scan here



Student Voice Coordinator

Zone	Voice
Reports to	Head of Voice & Communications
Responsible for	Student staff where required

Purpose of the job

Surrey Students' Union is the sole representative body for the University of Surrey students. Our vision is to make sure our students have the best Surrey life, and we achieve this through representing student voice, helping students participate in activities, provide a sense of belonging and a vibrant social life, and support students through campaigns and services.

We represent approximately 17,000 students on every level of their University experience, led by a team of elected student representatives and a dynamic staff team including over 150 student staff. We take pride in the outcomes we achieve for our members and are currently ranked within the top 10 Students' Unions in the country in the National Student Survey. We strive to be an employer of choice, where staff enjoy working in a varied and flexible environment. Culturally we foster inclusivity, openness and a friendly workplace where all employees are valued and understand the contribution they make to the organisation's strategic objectives.

The Union's Voice Zone is led by the Vice-President Voice and the Head of Voice & Communications, and provides formal opportunities for the student community to have their say. It is the responsibility of the Voice Zone to ensure the Union is well-informed on student opinion by gathering feedback and ideas. The Voice Zone runs the Course Rep scheme, ensuring that students across the University can share feedback about their academic experience. The Zone also delivers the Student Equality Network project, aimed at connecting students, celebrating diversity, and influencing change to promote equality of opportunity at Surrey. More broadly, the Voice Zone also delivers key student voice events such as Student Voice Forum, Union Forum, Speak Week, and all Union elections.

This role of Student Voice Coordinator will be focused on developing insight-informed representational structures within the Union. This role will be responsible for turning the data gathered across the Union and the Voice Zone's student voice channels and projects into meaningful, timely insights to shape Union and University decision-making, and closing the feedback loop back to students.

This role will also provide valuable support to our elected structure of Part-time Officers and Sabbatical Officers by highlighting Officer successes to students, and ensuring they are well-informed about student interests and priorities. Finally, this role will also contribute to the ongoing development of academic communities by supporting the delivery of our Course Rep Review recommendations, overseeing our new Course Rep feedback platform, and helping build meaningful relationships with staff and students through outreach to relevant University Schools.

The Student Voice Coordinator will form part of the Voice Zone staff team, and will therefore also contribute to all Voice Zone initiatives and projects. This role will also contribute more widely where needed to the success of key periods and campaigns in the Union's annual calendar.

Key Responsibilities

To translate Union data into meaningful, timely insights to inform Union and Union decision-making, to fill gaps in Union insights where needed, to communicate tangible outcomes back to students, and to contribute to the ongoing development of academic communities by supporting our Course Rep scheme.

This includes but is not limited to:

- To collate, analyse, and report on student data emerging across the Voice Zone and the Union more broadly through regular Student Voice Reports to be shared with Union and University stakeholders.
- To present research findings to elected Officers at Representation Briefings, and to the Voice Zone, Union staff, and University stakeholders where relevant.
- To oversee formal research projects including our Student Life Pulse survey, focus groups, and other ad-hoc research projects as they arise in order to fill insight gaps.
- To support Officers to gather student feedback relevant to their role, engage students in their decision-making, and communicate their achievements to students.
- To develop processes and communications to close the feedback loop to students, ensuring students are aware of the changes resulting from their feedback and data.
- To support the development of the Course Rep scheme by assisting with the delivery of the recommendations emerging from the Course Rep Review.
- To support and promote academic representation across academic communities at the University of Surrey, including post-graduate students and students registered at international branch campuses.
- To deliver targeted, departmental-level outreach to improve relationships with academic staff and improve student satisfaction with the Union's provision of academic representation.



- To oversee, promote, and report on outcomes resulting from the Union's Course Rep digital feedback platform.
- To coordinate the Surrey Teaching and Academic Greatness Awards scheme, including reporting on trends emerging from nominations.
- To monitor trends in the Higher Education sector and to share best practice and important issues with relevant Union colleagues.
- To identify opportunities to position the Union as a sector-leading voice on student interests and best practice, including by responding to national consultations.
- To ensure that the Union's student voice-related communications and relevant Union website pages are engaging and up-to-date.
- To contribute ideas and provide operational support for all campaigns and projects led by the Voice Zone, including coordinating campaign activity and events.
- To support the VP Voice and Voice Zone Part-time Officers in the delivery of their manifestos and in representing students on a range of issues.
- To support the Head of Voice & Communications in the delivery of strategic objectives and projects.
- To support part-time student staff within the Voice Zone where needed.
- To support central Union events and campaigns where needed.



Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Degree (or equivalent qualification)		X		X
Experience				
Experience of working in a busy member or customer focused organisation	X		X	X
Experience of quantitative and qualitative research design, implementation, and analysis	X			X
Experience of presenting research findings and recommendations through written reports and verbal briefings	X			X
Experience of conducting focus groups or other in-person research methods		X		X
Experience of working to support academic representation structures		X		X
Experience of supervising part-time staff or volunteers, offering support, motivation, and guidance		X		X
Experience of producing engaging content for communication channels including social media		X		X
Experience of organising events and activities		X		X
Knowledge				
Knowledge of research methods, including data collection and analysis	X		X	X
Knowledge of Students' Union's democratic function, including supporting elected student leaders		X		X
Knowledge of Higher Education sector, including sector policy and current issues and themes	X		X	X
Knowledge of trans-national education delivery within the Higher Education sector		X		X
Knowledge of academic representation structures and sector best practice		X		X



	<i>Essential</i>	<i>Desirable</i>	<i>Tested at Interview</i>	<i>Tested at Application</i>
Skills				
Competent general IT skills – Microsoft Office, email, website content management systems	X			X
Exemplary written, interpersonal, and verbal communication skills	X		X	X
Excellent analytical skills and ability to interpret data, identify trends, and produce recommendations	X		X	X
Ability to tailor communication style to suit a range of audiences, and to summarise complex information via presentations, briefings, and reports	X		X	X
Excellent administration and organisational abilities with a high level of attention to detail across all tasks	X			X
Ability to influence a variety of stakeholders at different levels in the Union and University in order to achieve the best possible outcomes for students		X		X
Ability to work independently as well as collaboratively	X		X	X
Able to manage own workload, time, and priorities to deliver projects to agreed deadlines	X		X	X
Values, attitudes and personal style				
Flexibility and an adaptable approach to work	X			X
Commitment to working in a democratic and student led environment	X		X	X
Highly organised individual who focuses on completing tasks efficiently and in the best interests of students	X			X
Committed to continuous improvement and upholding excellent standards	X			X
Contribute new ideas which align with the Union's strategic objectives		X		X

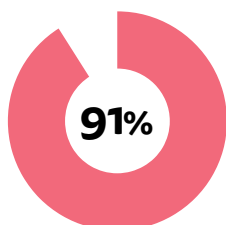
Salary and Benefits

Salary

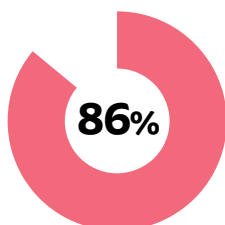
Grade C1 £33,951

Benefits of working for Surrey Students' Union

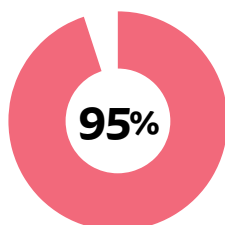
- 8% employer pension contribution
- Unlimited leave entitlement
- 7 additional days of leave each year during University closures at Christmas and Easter, on top of National Bank Holidays
- Flexible and hybrid working welcomed
- Season ticket and bike purchase loans
- Free eye test and winter flu jab
- Discounted Surrey Sports Park membership
- Access to online discounts and offers through Shop St.



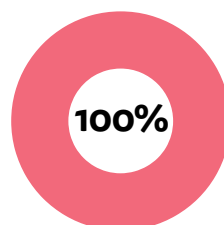
Staff say they feel part of a high performing team



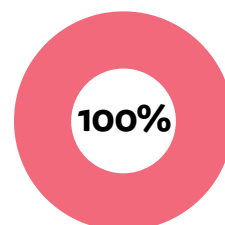
Staff say the organisation helps them acquire knowledge and skills that will benefit their future career



Staff say the organisation encourages them to learn and develop their potential



Staff say they are able to work flexibly when appropriate



Staff feel that their work contributes to the organisational goals

Results from the Staff Survey 2025



**Proud to be
in the UK**

**in the National
Student Survey 2026**

7th

Flexible Working

The advertised salary is based on a full-time role of 36 hours per week. We recognise that different working arrangements may be appropriate for different individuals and are committed to considering flexible working requests where these can be accommodated.

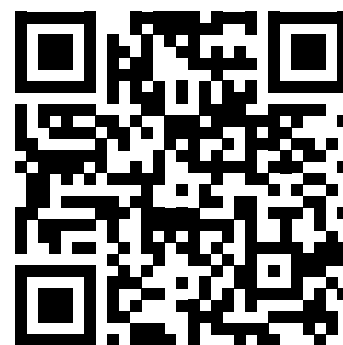
If you would like to discuss a different working arrangement for this role, please include this in your application or contact us for an informal conversation.



How to apply

Please submit your application through our recruitment portal.

jobs.surreyunion.org



- Applications close
- Shortlisting
- Interviews

Friday 4 September 17:00

Week beginning Monday 7 September

Week beginning Monday 14 September

Eligibility to Work

Unfortunately, we are unable to sponsor visas. As a result, applicants must already have the legal right to work in the UK before applying and throughout the duration of their employment.

Use of AI in Applications

We value authenticity and want to understand your genuine motivations, achievements, and communication style. Applications that are clearly written in your own voice will help us get to know the real you. Any applications written solely using AI won't be considered.



SURREY STUDENTS' UNION

Union House,
Guildford
GU2 7XH
surreyunion.org