

A photograph of three students walking outdoors on a paved path. On the left, a woman with glasses and a grey t-shirt smiles. In the center, a woman with large sunglasses and a black top with a white jacket over her shoulders is laughing. On the right, a man in a white hoodie and a dark cap is also smiling. The background is a blurred green landscape with trees.

Job Pack

# Student Voice Coordinator (Networks)



SURREY  
STUDENTS'  
UNION

*Your Surrey Life.*

# Chief Executive Officer's Introduction

Dear applicant,

Thank you for considering this role of Student Voice Coordinator (Networks) 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 those supported by this new role.
- 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 5th, rising from 6th last year.

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 and front-of-house teams.

## Activity Zone

The Activity Zone is led by our VP Activity and the Student Activities 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 Community Manager. 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, Manor Park Social, our bar, and our Surrey Volunteering.

## Community 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 Student Voice Manager. 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:**  
**Matt** VP Community, **Liam** President, **Luana** VP Voice, **Sam** VP Support, **Ravi** VP Activity



## 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.

## 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.

## 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.

## 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.

## 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.



Have a look at our full strategy - scan here



## Student Voice Coordinator (Networks)

<b>Zone</b>	Voice
<b>Reports to</b>	Student Voice Manager
<b>Responsible for</b>	Student staff where required

### Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey Students. Our charitable mission is to enrich students' lives, the community in which they live and the University of Surrey by creating the changes they want and to enable them to achieve their ambitions. We represent approximately 16,000 students on every level of their University experience, led by a team of elected student representatives and a dynamic staff team. We take pride in the outcomes we achieve for our members, and are currently ranked 5th best Students' Union 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 Student Voice Manager, 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, and embedding the insight gathered from the student body into both day-to-day and strategic decision-making across the Union. The Voice Zone also runs the Course Rep and Head Rep schemes, ensuring that students at all levels of the University can share their feedback about their academic experience, and delivers key student voice events such as Student Voice Forum, Union Forum, Speak Week, and all Union elections.

The Voice team also delivers opportunities for students to work together with Union Officers and staff to challenge any barriers to equality of opportunity at Surrey. The Student Voice Coordinator (Networks) will be integral to the launch of our Student Networks project by enhancing our existing Student Equality Network and developing new sub-networks. The purpose of this project is to bring students together from across the university community to connect around shared lived experiences, to support one another, and make change. This exciting new project will involve working with student volunteers, part-time student staff, and Union and University colleagues to launch the scheme, and working with the Voice Zone team to gather feedback from participants to monitor the success of the project, report on progress against project KPIs, and identify opportunities to continuously improve.

The Student Voice Coordinator (Networks), as part of the Voice Zone staff team, will also contribute to all Voice Zone initiatives and projects, supporting the VP Voice and the Zone on student voice campaigns. 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 lead on the launch of the Union's Student Networks project, to support Network leaders and volunteers to develop and grow their memberships, and to run meetings, events, and campaigns where relevant to improve equality of opportunity at the University.

This includes but is not limited to:

- Acting as the main point of contact for our student Networks. This will include: supporting the Networks with meeting organisation and administration, decision-making, promotional communications, and event planning.
- Overseeing the recruitment and selection of student Network leaders, and arranging their payment and supporting their personal development.
- Delivering training to student Network leaders and providing support throughout the year to enable them to succeed in their roles.
- Working with Network leaders to promote Network membership to students.
- Overseeing the Networks budget to fund Network leaders, Network activity and events, and other associated expenditure.
- Working with the Networks to coordinate the "My Lived Experience" project to deliver student blogs, videos, and activities to highlight diverse perspectives and experiences at university.
- Ensuring that Network resources, promotional communications, and relevant Union website pages are engaging and up-to-date.
- Gathering student feedback through informal and formal channels to inform the continued development of the Networks project. Working with the Voice Zone team to set and monitor KPIs to measure the success of the project, and reporting on progress where needed to Union and University stakeholders and committees.
- Sharing insight from Network volunteers to the Voice Zone, the wider Union team, and University contacts where relevant, to keep stakeholders well-informed on current equality, diversity, and inclusion (EDI) issues within the student community.
- Working with the Support Zone and Support Manager to implement peer support opportunities within Networks, and in developing EDI best practice within wellbeing and advocacy activity.
- Providing support to Union student-facing EDI projects and campaigns, and contributing where appropriate to University EDI initiatives and consultations.
- Developing and maintaining own expertise in both local and national student EDI issues, sharing expertise to Union colleagues where needed.
- Contributing ideas to and providing operational support for campaigns and projects led by the Voice Zone, including coordinating campaign activity and events.
- Supporting the VP Voice and Voice Zone Part-Time Officers in the delivery of their manifestos and in representing students on a range of issues.
- Supporting the Student Voice Manager and elected Union Officers in developing formal and informal channels for student feedback, including Union Forum.
- Working with the Student Voice Manager to research and equip the Union's management team and Officer team to respond to key changes in the sector.
- Attending key University meetings on behalf of the Students' Union.
- Supporting central Union events and campaigns where needed.

# Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Qualifications</b>				
Degree (or equivalent qualification)		X		X
<b>Experience</b>				
Experience or equivalent of working in a busy member or customer focused organisation	X		X	X
Experience of working with diverse communities, customers, or members	X		X	X
Experience of contributing to projects, events, and/or campaigns relating to social justice, EDI, or advocacy		X		X
Experience of supervising part-time staff or volunteers, offering support, motivation, and guidance		X		X
Experience of organising events and activities	X		X	X
Experience of budget oversight and financial processes		X		X
Experience of working within a team to start, deliver, and evaluate a project		X	X	X
Experience of organising and delivering training to volunteers or service users, empowering others to develop existing and/or new skills		X		X
<b>Knowledge</b>				
Understanding of key EDI areas and issues impacting a range of diverse communities	X		X	X
Knowledge of Students' Union's democratic function, including supporting elected student officers or other student leaders		X		X
Understanding of current issues impacting Higher Education students in the UK and both the academic and non-academic student experience		X		X
Knowledge of Higher Education sector policy, widening participation and access, and quality assurance		X		X

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Skills</b>				
Competent IT skills – Microsoft Office, E-mail, Word-press	X			X
Ability to communicate professionally and to present information clearly and concisely, both verbally and in writing	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
Able to work effectively within a team, collaborating to achieve shared goals	X			X
Project management skills, including financial literacy		X		X
<b>Values, attitudes and personal style</b>				
Flexible and proactive with a <b>dynamic</b> and adaptable approach to work	X		X	X
A commitment to working in a democratic and student-led environment to deliver empowering, memorable, and <b>fun</b> student activity	X			X
<b>Approachable</b> and committed to working with students and colleagues authentically and efficiently to build relationships based on mutual trust	X			X
Committed to continuous improvement and upholding <b>excellent</b> standards of customer care with a level of pride in own work and what the Union delivers for students	X		X	X
Committed to ensuring projects and services are <b>ethically</b> managed, sustainable, accessible, and inclusive	X		X	X
Committed to communicating and contributing effectively as a member of a high-performing team whilst accountable for own independent workload	X			X



# Salary and Benefits

## Salary

Grade C1    £31,081 per annum



## Benefits of working for Surrey Students' Union

- 8% employer pension contribution
- Unlimited leave entitlement
- Flexible and hybrid working welcomed
- Season ticket and bike purchase loans
- Free eye test and winter flu jab
- Discounted Surrey Sports Park membership

## How to apply

Please send an up-to-date CV and supporting statement addressing the points in the Person Specification to [katherine.phillips@surrey.ac.uk](mailto:katherine.phillips@surrey.ac.uk).

- Applications close **Friday 8 November, 17:00**.
- Shortlisting w/c 11 November.
- Interviews w/c 18 November.



**SURREY  
STUDENTS'  
UNION**

Union House,  
Guildford  
GU2 7XH  
[surreyunion.org](http://surreyunion.org)