

JOB DESCRIPTION

Job Title:	Student Group Coordinator (Support)
Responsible to:	Student Groups Manager
Responsible for:	Student Staff Team (when appropriate)
Summary of Post:	To develop the capacity of the student groups within the Guild to enable the students to maximise their potential. The support will include the administration of relevant training, tailored support for specific initiatives and assisting groups to plan for their year through attracting membership and delivering their activities.

DUTIES & RESPONSIBILITIES

1. To work with the Student Groups Manager to facilitate involvement and engagement with student groups, societies and associations of the Guild and to develop their capacity to enable them to achieve their potential.
2. To provide and facilitate excellent customer service to all the Guild student groups ensuring reviews and evaluations take place to improve and develop the service.
3. To cover the co-ordination of the student staff team to enable the team to provide the most effective and efficient service to all customers when required to do so.
4. To support the Student Groups Manager in developing effective policies, processes, procedures and systems for the department.
5. To produce up to date literature, information and reports, to be communicated to Guild departments and Student Groups, as required for the effective running of the department.
6. To provide financial guidance to student groups in the preparation and management of their budgets, including monitoring accounts and fundraising providing budgetary support where needed.
7. To operate evaluation and monitoring systems of all aspects of the student group's frontline services ensuring feedback is given in line with the Guild's feedback procedure.
8. To support the Student Groups Manager in facilitating the process for Guild student group grants, alongside relevant officers and committee members.
9. To support the Student Groups Manager in enabling student groups to identify their training needs and to assist in the design and delivery of training.
10. To effectively maintain and develop the relevant areas of the Guild of Students' website.

11. To undertake appropriate training and personal development as required for the role
12. To adhere to all relevant Guild policy with particular reference to staffing, health & safety, environmental and any relevant Guild policy where it may impact upon your role.
13. To participate as a member of the Student Groups department, Engagement directorate and wider Guild team.
14. To support the work of the Student Groups team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
15. To portray a positive image of the Guild both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
16. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

January 2018

Person Specification: Student Groups Coordinator (Support)

	You should be able to demonstrate in your application	Essential	Desirable
	QUALIFICATIONS		
1	Good general education to A level standard, typically including Maths and English at least to GCSE C, or equivalent	✓	
	KNOWLEDGE AND EXPERIENCE		
2	Twelve months relevant experience in an administrative role with responsibility for managing and developing administrative systems	✓	
3	Knowledge of student activities and related issues in Higher Education	✓	
4	Experience of dealing with customers face-to-face, over the telephone and via e-mail	✓	
5	Experience of marketing and/or organising events	✓	
6	Experience of developing relationships with students and stakeholders to deliver objectives	✓	
7	Experience of working on projects within a given timeframe	✓	
	SKILLS AND ABILITIES		
8	Ability to communicate effectively with students one-to-one and in groups	✓	
9	Ability to balance the needs of individuals and team/organisation	✓	
10	Ability to contribute to organisation-wide initiatives	✓	
11	Information gathering skills, for example acquiring knowledge of relevant legislation, volunteering issues and community need	✓	
12	Ability to work effectively within a democratic structure		✓
13	Ability to take a constructive and co-operative approach to solving problems	✓	
	PERSONAL QUALITIES		
14	Understanding of and a commitment to Equality of Opportunity	✓	
15	Team focussed approach	✓	
16	Self-motivated	✓	
17	Flexible	✓	
18	Committed to continuously improving service delivery	✓	
19	Customer focus	✓	
20	Persistent & able to persuade others to meet your deadlines	✓	
21	Attention to detail	✓	