

Supporting Information for role of Academic Representation Coordinator

About us

We are an independent charity that exists to represent the needs and views of all 38,000 plus students at Manchester Metropolitan University.

There has been a Students' Union for what we now call Manchester Metropolitan University since the 1920s.

Over the last one hundred years, the role of The Union and the part it plays in student education and wellbeing has grown and developed into the organisation we are today.

Students are at the heart of what we do.

Every year, students elect a team of Student Officers to lead The Union and represent their needs. They form half of the governing Trustee Board, which is tasked with overseeing the strategic development and operational management of The Union.

The Officer team lead the campaigning and political activities of The Union. They also work closely with our staff team to ensure a wide range of services, activities and opportunities is on offer for students at both our Manchester and Crewe campuses.

Why work for us?

Our Manchester campus has recently undergone a major transformation with an extensive building programme. This includes a brand new £10million students' union in the heart of the campus, which opened its doors in January 2015. This move provides the foundations for an exciting new period of growth in The Union's development.

Situated just 36 miles south of Manchester city centre, our Cheshire campus is renowned for the excellence of its educational, performance and sporting programmes. It offers students the opportunity to be part of a friendly community in a campus setting with easy access to nearby towns and the surrounding countryside.

We are an Investor in People and proud of being a progressive employer. Our aim is to be a great place to work, where we respect work/life balance, support individual training and learning and create a positive work environment where you are supported and encouraged to do your best.

We know our success hinges on brilliant people determined to give every student an experience that's anything but ordinary. So we'll train you thoroughly, reward you well and encourage you to build a long-term career that stretches and inspires you.

Our mission is to support every student at Manchester Met in achieving their personal goals and ambitions.

University is a transformational experience and we are committed to delivering the best possible experience, whatever a student's interests might be. We provide a whole range of services, activities and opportunities to help students develop skills and talents that complement and enhance their education.

Our activities are underpinned by **our values**, which aim to create an inclusive, empowering and aspirational culture:

- We are passionate about student success
- Nobody understands our members better
- We strive for excellence in all we do
- Working together to achieve our outcomes
- Every student matters.

Behaviours Framework

Our competency framework sets out the behaviour expectations that we want to see from all who work at The Union. It helps to bring our values to life with clear examples of behaviours that everyone should aim to demonstrate at work.

COMPETENCY	DEFINITION
Service Excellence	Provides an excellent standard of service to students and stakeholders
Communication	Communicates clearly and appropriately to people across our union and outside
Inclusivity	Values diversity, and works to create an inclusive and engaging environment across all our activities and services
Collaboration	Builds relationships and works effectively with a range of people to deliver our shared goals
Student Focus	Keeps the needs of students at the heart of activities
Accountability	Acts ethically on behalf of our union, taking personal responsibility for their actions and impact
Personal Effectiveness	Consistently models high standards and good practice
Leading & Motivating	Actively leads, develops and supports others to achieve excellent performance



The Union

Job Description: Academic Representation Coordinator

Department: Membership Services: Engagement	Location: Based in Manchester. Frequent travel to other Union sites will be required.
Job Title: Academic Representation Coordinator	Job Grade: O3 £18,962 to £21,458
Reporting to (Job Title): Engagement Manager	
Reporting to Job Holder (include Job Title): Christina Kennedy, Engagement Manager	
Responsible for: Supervision of the Course Rep Support Staff in conjunction with the Engagement Manager.	
Overall purpose of the Job: To lead on the Course Rep project and associated actions across MMU. To facilitate and promote opportunities for students to engage in academic representation and to have full input on matters relating to their academic experience. To coordinate projects and reports relating to academic quality and the student experience.	
Main activities/tasks: In conjunction with the Engagement Manager; <ul style="list-style-type: none"> • Coordinate, develop and support a Course Rep scheme that accurately and legitimately represents MMU students and creates positive change. • Ensure the DigiRep becomes the primary note taking tool for Course Reps. • Supervise and support the Course Rep Support Staff to ensure that they are working to and meeting targets and providing a high level of service. • Deliver systems for recording and promoting the impact of student representation on academic matters. • Work with the Education Officer on relevant plans, projects and campaigns. • Develop mechanisms to amplify the voices of course representatives to identify common issues and experiences. • Work to support the University in achieving its quality targets for education, including coordination of the union's contribution to reviews and audits. • Create effective communities of interest around Course Rep support and academic quality at Faculty level. • Maintain a partnership approach to work, particularly through positive relationships with university stakeholders and Union colleagues. • Recruit Course Reps through elections and manage a comprehensive database that includes their details and activities in compliance with legislation and internal policies. • With the Education Officer and other officers and staff members design and create Education Engagement Plans for each faculty, including events and activities for students to meet key staff members at the University. • With the Education Officer, design and deliver training and other development opportunities to Course Reps, staff and officers throughout the year. • Produce effective and timely communications which provide Course Reps with information relevant to their role, including opportunities to lobby for student-led change. • Develop digital and physical resources available to Course Reps throughout the year, in collaboration with relevant MMU and the Union departments. • Be mindful of all aspects of diversity and how it affects the student experience and ensure 	

equality of opportunity is at the core of the Course Rep scheme.

- With the Education Officer and other union departments, assist and advise Course Reps in mobilising around particular relevant issues/campaigns.
- Work to improve the profile of Course Reps across their Programme and Faculty through various means, including offering branded merchandise to Course Reps.
- Work with MMU and Union staff on initiatives and events that reward and recognise Course Reps and empower them as volunteers gaining useful skills and experiences for their future careers.

Course Rep Support Staff

- To coordinate the recruitment and training of a team of Course Rep Support staff.
- Provide training and development opportunities as required.
- Monitor staff progress against KPIs, providing support and guidance as required.
- Facilitate their positive relationships with each other, with the Union and MMU staff.
- Monitor their hours and activity.
- Organise regular team and individual meetings.

Academic Quality

- Develop expertise in quality assurance and academic matters at MMU.
- Support the Engagement Manager to produce evidence for quality-focused reports produced on a regular basis.
- Work with other departments to promote the National Student Survey and other feedback mechanisms as required, work towards increasing response rate and distributing the results.
- Work with relevant elected officers and staff to raise the profile of Union and university campaigns and events related to academic representation and quality.

The post holder shall:

- Attend meetings and training events as required.
- Comply with Union policies, procedures and constitution at all times.
- Comply with Environmental Legislation and both support and promote measures introduced within the Union to lessen environmental impact.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Have a flexible approach to duties and work and, in particular, adopt a team work style with departments and activities across the Union. This may involve undertaking duties in support of the activities and services of other departments.
- Understand and uphold the mission, vision and values of the organisation and be always guided by them in the course of work.

Other features of the Job (including working conditions, etc.): 37 hours per week. Evening and weekend working will be required on occasions.

NB. The duties described above are not an exhaustive list, but are intended as being illustrative of the level and type of work required.

The Job Description may be subject to amendment from time to time after discussion with the post holder.

This job description does not constitute part of the contract of employment.



The Union

Person Specification: Academic Representation Coordinator

	Desirable	Essential
Education Qualifications	<ul style="list-style-type: none"> • A degree or equivalent • Train the Trainer 	<ul style="list-style-type: none"> • A good level of education or two years' experience in a similar role
Training Technical Skills	<ul style="list-style-type: none"> • Experience of working in a membership organisation, charity or within the public sector • A good understanding of data protection law 	<ul style="list-style-type: none"> • High standard of computer skills; including knowledge of Microsoft Office packages • Excellent verbal and written communication skills • Experience of writing reports, briefings for other departments • Good organisational, numerical and analytical skills
Experience (Knowledge)	<ul style="list-style-type: none"> • Experience of working within a membership led or volunteer organisation • Knowledge of higher education institutions and issues affecting students • Experience of organising events • A good understanding of the law and policy relating to the development of higher education • A good understanding of the principles of governance and democracy. • Experience of supporting or supervising volunteers or staff members 	<ul style="list-style-type: none"> • A sustainable approach to work that ensures success for the future. • An understanding of issues relating to participation and involvement in the higher education environment • Experience of working with a partner institution • An understanding of academic quality processes and its application within universities. • Demonstrable experience of leading a range of representative projects and initiatives • Excellent organisation and prioritisation skills and the ability to work to multiple deadlines • An excellent understanding of diversity and of the principles and practice of equal opportunities. • Experience of working within representative feedback systems • Experience of delivering training to students or staff members
Personality Characteristics	<ul style="list-style-type: none"> • Ability to develop and to apply creative and innovative solutions. • A dynamic, people focused approach to work 	<ul style="list-style-type: none"> • Ability to work as part of a team and in collaboration with other teams. • Ability to work under pressure and exhibit a can-do attitude. • Independent and self-reliant, being

		<p>able to work without close supervision.</p> <ul style="list-style-type: none">• Excellent interpersonal skills, able to build appropriate relationships with people at all levels.• Present a flexible, member-orientated approach to work.• Ability to manage working time effectively and prioritise projects appropriately.• An ability to demonstrate the organisational values in all work activity.
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Terms and Conditions of Service

Set out below are the general terms and conditions of employment offered for this post.

1. Duration

The role is offered on a permanent contract subject to the successful completion of a six-month probationary period.

2. Salary

O3 Pay Scale

O3.1 = £18,962

O3.2 = £19,462

O3.3 = £19,761

O3.4 = £20,459

O3.5 = £20,958

O3.6 = £21,458

3. Holiday

26 days annual leave per annum, in addition to public and bank holidays. Subject to the operating times of the service area, the post holder may be required to work on a public or bank holiday in which case they will receive another day's holiday in lieu.

4. Hours of Work

37 hours per week.

The Union operates a Flexible Working Policy. Flexible working arrangements also include time off in lieu; job sharing; annualized hours; part time working and career breaks.

5. Sickness Scheme

The Union aims to secure the attendance of all employees throughout the working week however, in the event of the absence through ill health The Union operates a generous contractual sick pay scheme.

6. Pension Scheme

All employees who meet certain criteria will be auto-enrolled into our workplace pension scheme.

7. Family and Special Leave Scheme

The Union offers paid leave for maternity, paternity and adoption, the same rights for same sex couples.

8. Equal Opportunities

The Union is committed to the effective implementation of an equal opportunities policy and strives to create a progressive working environment. The Union has policies and procedures to take action against discrimination, harassment or bullying at work.

9. Car Parking

Staff are encouraged to use public transport as The Union's facilities and services are conveniently situated on the main public transport routes. Where the use of public transport is not a viable option, there is limited parking at Crewe Site subject to a permit application. Limited car parking facilities are also available at The Union in Manchester subject to availability and a permit application. Places are restricted and cannot be guaranteed. The provision of staff car park places is currently under review and this situation is subject to change.

10. Convenience Facilities

Employees are able to take advantage of a range of facilities that The Union has to offer such as use of bars, catering, retail and entertainments.

11. Sports and Fitness

Employees are able to access a range of subsidised leisure, recreational and sporting facilities and services at the Sugden Sports Centre in Manchester, Crewe Site and the Manchester Aquatics Centre.

12. Other benefits

Employees have access to NUS discounts, services and other lifestyle benefits including a salary sacrifice scheme for childcare vouchers and a cycle to work scheme.

13. Library and Learning Resources

Employees are able to use the University library and other learning facilities.

14. Commitment to Training and Development

The Union has staff training and development policy that provides a range of opportunities to undertake training and development while in post. This includes short course, conferences, seminars and other training events. After six months, you may be eligible to apply to undertake a work related part time course of study at the University. Time off work and financial assistance with courses can be provided.

15. Investor in People

The Union was awarded the prestigious Investor in People award in December 2002 and was reaccruited in 2006, 2010 and 2013. The Union is committed to the ongoing development and training of all staff and will undergo re-assessment in 2018.

16. Investor in Volunteers

The Union received the sister accreditation to IiP in 2016, becoming one of a very limited number of students' unions to have been successful in applying for Investor in Volunteer status.

The Recruitment Process

To apply for this post you should respond by submitting the standard application form to the address given below. **It is essential that your application gives evidence of your experience in each of the criteria listed in the Person Specification.**

Due to the high number of applications that we receive, we regret that we are unable to contact those applicants who are unsuccessful at the short listing stage or to provide feedback on unsuccessful applications.

Please do not enclose your CV as this will not be considered.

Applications should be sent to:

**Academic Representation Coordinator Recruitment
The Union
21 Higher Cambridge Street
Manchester
M15 6AD**

Or theunion@mmu.ac.uk

The closing date for receipt of applications is midnight on Sunday 27th May 2018.

Interview

Interviews will be held during the week commencing Monday 4th June 2018 at Manchester site. Candidates will be required to attend a panel interview and may be required to undertake a role-related task and/or presentation.

Candidates successfully short-listed for interview will be notified by email.

Queries

We have attempted to make the further information available to candidates as comprehensive as possible, and it is hoped that this will deal with most questions that you may have, but if you would like to discuss any aspect of the post or the recruitment process please contact Lesley Edwards, HR Manager, via email at lesley.edwards@mmu.ac.uk or by telephone on 0161 247 1162.