



## **Job Description & Person Specification: Student Engagement Manager**

Salary: £28,550 - £33,050 (Grade 5a)

Hours: Full time (35 hours per week)

Reporting to: Head of Membership Services

Accountable to: CEO/Board of Trustees/Students

Responsible for: Student Engagement Co-ordinators

### **About the Students' Union**

We are a small, driven team working at a fast pace, that values autonomy, creativity, professionalism, and quality. Our students trust and value the engagement and commercial services we provide and use them to have a great everyday experience at Edge Hill University.

We all have a commitment to the success of our students, and we expect everyone in the team to share that goal.

### **About the Role**

The Student Engagement Manager is responsible for leading the Union's student representation, democratic services and campaigning, student activities and events, and takes the lead role in their strategic development and performance. The Student Engagement Manager will forge strong professional relationships on behalf of the Union and represent us internally, with the University, and externally with other organisations and groups.

### **About You**

You will be a confident and experienced manager of people with the ability to lead and inspire and deliver on operational plans to achieve strategic growth.

With strong abilities in communication, negotiation and persuasion you will build relationships with key stakeholders both internally and externally.

## **Main Responsibilities**

### **Strategy and Development**

- To lead the development of the Union's Student Engagement Strategy, ensuring that the Union has a co-ordinated, multi-dimensional approach to membership engagement, supporting all students to achieve their potential whilst studying at the University through a range of opportunities, activities and support mechanisms.
- Ensure the ongoing relevance, diversity, and sustainability of the Union's membership engagement activities in line with our core values and the purpose of the organisation.
- Support co-ordinators to effectively represent students' interests or needs, to the University and other key stakeholders. Support other Students' Union leaders to build the Union's national profile and reputation.
- Provide expert insight on the areas within your remit to the Senior Management team and other committees and working groups as required.
- Build strong relationships in the SU sector; be an ambassador for the Union.

### **Leadership and People Management**

- Be actively inclusive and collaborative as a leader; develop an inclusive, professional, and positive culture of collaboration and creativity across teams.
- Set and maintain high standards for your team; leading, developing, supporting, and coaching staff.
- Support your team to effectively demonstrate the impact of their work to members, the University, and other stakeholders.
- Develop strategic partnerships that support your teams to deliver their work.
- Lead, manage and develop all direct reports through objective setting, Staff Development Reviews and talent management.
- Identify and nurture potential and talent.
- Promote strong communication across the organisation including ensuring staff attendance at departmental meetings and organisational development sessions.

## **Delivery**

- Support leadership in the development of student representation across the Union, including being for the Unions Elections, the Academic Representation system, and the democratic framework used by the Union.
- Support, develop and manage the Student Engagement Services functions for the Students' Union, ensuring effective and efficient delivery of a range of innovative, inspirational opportunities for students.
- Oversee excellent service standards, performance, and delivery across our full range of membership services.
- Proactively develop and deliver partnership projects and partnership opportunities for students, the University and the Students' Union.
- Research and develop new ways of delivering student engagement in membership services to improve student influence and experience particularly with underrepresented groups.
- Keep up to date with the sector and utilise that knowledge to continuously push for what we do to be innovative and creative.
- Understand patterns, trends, and data to ensure that the Students' Union strategic aims are being met.
- Become a subject matter expert in all topics Higher-Education focussed, keeping staff and student leaders updated, and identify opportunities for research collaboration with other organisations.
- Build and maintain relationships with key staff members within the university, and other external stakeholder groups to achieve student-led changes.
- To occasionally work at weekends and evenings, according to organisational need or activities.

## **Compliance and Governance**

- Support in the Union's participation in the University deliberative committee meeting and working group structure.
- Ensure the Union's participation in working groups creates impact.
- Ensure strict adherence to General Data Protection Regulation (GDPR) guidelines in all aspects of member data management, privacy policies, and data security protocols.
- Lead on the management of compliance and risk in own areas of responsibility and contribute to the wider organisational risk register to ensure safe activities for members and others.

This list is not exhaustive and other duties commensurate with the role may be assigned at the discretion of the Chief Executive.

(Assessment Criteria: A = Application, I = Interview, P = Presentation, T = Test)

Person Specification				
Qualifications		Essential	Desirable	Assessment Criteria
1	Good general education, typically to degree standard (or equivalent professional experience)	*		A
2	Undergraduate or post-graduate degree or equivalent relevant work experience.		*	A
Experience		Essential	Desirable	Assessment Criteria
3	Significant experience of working within an education or membership led charity or organisation.		*	A/I
4	Experience of managing staff within a student, member, or customer focused environment, including recruitment, development, and performance management.	*		A/I
5	Experience of developing and delivering operational plans to achieve strategic growth.	*		A/I
Skills & Knowledge		Essential	Desirable	Assessment Criteria
6	Understanding of the role of student representation and student unions, and of the importance of an effective academic representation structure for students.	*		A/I
7	Ability to produce good quality reports, policy documents, or papers.		*	A/I
8	Competent in IT with a good practical knowledge of Microsoft Office, and the importance of GDPR and Data Protection.	*		A/I
9	Evidence of ongoing professional development ideally within leadership or management.		*	A/I
10	Able to strategically analyse data and services to identify developments needed to improve engagement and effectiveness.	*		I/P
11	Able to manage complex projects or programmes of work.	*		I/P
12	Able to build high-quality stakeholder partnerships.	*		I
13	Able to coach others and facilitate collaboration.	*		I
14	Excellent communication and interpersonal skills, with the ability to negotiate, influence and challenge others.	*		I
15	Able to think strategically and translate that thinking into operational plans that reflect an organisation's values.		*	I
16	Ability to work well in cross-functional teams and as a credible representative of the membership team.	*		I

Values & Behaviours		Essential	Desirable	Assessment Criteria
18	An inspirational leader with a confident professional manner.	*		I
19	Resilient, steadfast, and open to working in an environment of growth and change.	*		I
20	Positive, can-do professional attitude with ability to tailor communications to audience.	*		I
21	Excellent interpersonal skills with a high level of emotional intelligence.	*		I
22	Able to uphold the values of the Students' Union, demonstrating high standards of integrity, accountability, respect for others, courtesy, and professionalism.	*		I
23	Passionate about working in a democratic environment that is led by students.	*		I
24	Commitment to continual professional development and willing to give and receive constructive feedback.	*		I
25	Actively committed to the growth of equality of opportunity and diversity.	*		I
26	An enthusiastic and flexible approach and willing to support colleagues.	*		I

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**Signed (the Employee)**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signed (on behalf  
of Edge Hill Students'  
Union Limited)**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Date**