

Job Description & Person Specification: Student Engagement Co-ordinator

Salary: £25,976 - £27,163 (Grade 4)
Hours: Full time (35 hours per week)
Reporting to: Head of Membership Services

About the Students' Union

Edge Hill Students' Union works with students to make their university experience all they want it to be.

We bring students together - connecting people, empowering societies, and supporting individuals to build thriving, inclusive communities rooted in shared interests, identities, and ambitions.

We are here to help students create the change they want to see, both on campus and beyond. Whether that means campaigning for better facilities, launching new initiatives, or acting on wider social issues, we provide the platform, tools, and freedom for students to lead the way.

We don't do this in isolation. We work in active partnership with University departments, local communities, and external organisations to open up opportunities, break down barriers, and deliver a great student experience.

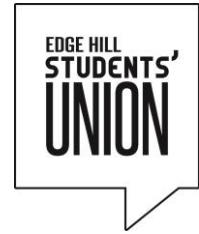
Above all, we bring creativity, energy, and freedom to student life - working to ensure every student feels a genuine sense of belonging, thrives during their time at Edge Hill, and is empowered to be the best version of themselves.

About the Role

The Student Engagement Co-ordinator plays a key role in enabling students to create exceptional opportunities for themselves and their peers.

Working as part of the Membership Services team, you will provide high-quality administrative and operational support for the Students' Union's societies, student leaders and engagement activities.

You'll help ensure our student groups have everything they need to succeed - from setting up new societies and supporting committee members, to coordinating room bookings, managing risk assessments, maintaining digital systems and providing day-to-day advice and guidance.



The role is central to creating a positive student experience by making it easy for students to get involved, organise activities and build thriving communities across the University.

About You

You're highly organised and enjoy helping others succeed.

You thrive in busy environments where no two days are the same, and you're equally comfortable answering student enquiries, coordinating events, maintaining systems and improving processes.

You enjoy working with people, solving practical problems and finding ways to make services run more smoothly.

Above all, you're passionate about creating opportunities that enable students to make the most of their university experience.

Main Responsibilities

Society & Student Group Administration

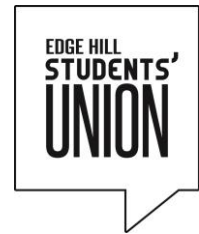
- Act as the first point of contact for student societies and communities.
- Administer the annual society elections/registration processes.
- Support the creation of new societies.
- Maintain accurate society records, committee details and membership information.
- Co-ordinate society webpages and online resources.
- Support room bookings and event scheduling.
- Provide basic financial guidance to society committees, supporting treasurers with budget planning, funding applications, and expense claims.
- Maintain the student engagement inbox and respond to enquiries promptly.

Events & Operational Support

- Support student groups in planning activities and events.
- Assist with risk assessment processes.
- Ensure required documentation is completed before activities take place.
- Co-ordinate logistical arrangements for student-led events.
- Support delivery of key Students' Union events including Welcome, Refreshers and Society Awards.
- Help monitor compliance with Union policies and procedures.

Student Support and Engagement

- Provide day-to-day guidance to society committees.
- Signpost students to relevant Union and University services.



- Develop positive working relationships with student leaders.
- Help promote opportunities for students to engage with the Students' Union.
- Support the development of resources that help societies operate successfully.
- Deliver engaging committee training sessions and induction resources that equip student leaders with the skills, knowledge, and confidence to run their groups effectively.
- Empower students to lead initiatives that reflect their interests and identities, while promoting wellbeing and community.
- Provide informal advice and mediation to support student committees in resolving group or interpersonal challenges effectively

Systems, Data & Continuous Improvement

- Maintain accurate records across Union systems.
- Produce reports on society activity and participation.
- Identify opportunities to improve administrative processes.
- Help develop guidance, templates and digital resources.
- Support continuous improvement of the student engagement service.

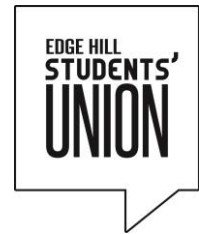
Partnerships and Stakeholder Engagement

- Work in close partnership with University departments (e.g. Sport, Student Services, Student Life, Facilities Management) and external providers to enhance the student experience.
- Work closely with the SU's communications team to ensure activities are effectively promoted and accessible.

This list is not exhaustive and other duties commensurate with the role may be assigned at the discretion of the Senior Leadership Team. The role may involve occasional evening and weekend working.

(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	Project management qualification		*	A
Experience		Essential	Desirable	Assessment Criteria
3	Experience providing high-quality administrative or operational support within a busy customer-focused environment.	*		A/I
4	Experience coordinating events, projects or activities, ensuring multiple tasks and deadlines are effectively managed.	*		A/I
5	Experience supporting volunteers, student groups, committees or community organisations to achieve their objectives.		*	A/I
6	Experience responding to enquiries and providing excellent customer service, building positive relationships with a wide range of stakeholders.	*		A/I
7	Experience using digital systems and databases to maintain accurate records and manage information.		*	A/I
8	Experience reviewing or improving administrative processes to increase efficiency and enhance the user experience.		*	A/I
9	Experience working within a Students' Union, higher education environment or membership organisation.		*	A/I
10	Experience supporting the administration of student-led events, societies, clubs or volunteering programmes.		*	A/I
Skills & Knowledge		Essential	Desirable	Assessment Criteria
11	Excellent organisational skills with the ability to prioritise competing demands, manage multiple deadlines and maintain a high level of accuracy.	*		A/I
12	Excellent interpersonal and communication skills, with the ability to build positive relationships and communicate confidently with students, colleagues and external partners.	*		I
13	Strong attention to detail and the ability to produce accurate records, documentation and administrative processes.	*		A/I
14	Proficient in Microsoft Office and confident in learning and using a range of digital systems to support service delivery.		*	A/I
15	Ability to work independently, use initiative and identify practical solutions to day-to-day operational challenges.	*		A/I



16	Knowledge of safeguarding, health & safety and risk assessment principles, or the ability to quickly develop this knowledge.		*	A/I
17	Understanding of the role student groups, societies and extracurricular activity play in creating an inclusive and engaging student experience.		*	A/I
18	Understanding of Students' Unions, higher education or membership organisations and the challenges facing today's students.		*	A/I
Values & Behaviours		Essential	Desirable	Assessment Criteria
19	Demonstrates a commitment to working in partnership with students, empowering them to shape their own university experience through leadership, involvement and participation.	*		I
20	Demonstrates resilience, initiative and determination, remaining positive and solutions-focused when faced with challenge, ambiguity or competing priorities.	*		I
21	Builds positive relationships through professionalism, integrity, accountability and respect, providing excellent service to students, colleagues and partners.	*		I
22	Actively champions equality, diversity and inclusion, creating welcoming environments where every student feels valued, respected and able to participate.	*		I
23	Continuously looks for opportunities to improve services, simplify processes and enhance the experience of students and student leaders.	*		I
24	Passionate about working in a democratic environment that is led by students.	*		I

Signed (Employee)

Print Name

Date

Signed (Employer)

Print Name

Date