



## Coventry University Students' Union

### Job Description

<b>Job Title:</b>	Membership Services Manager London
<b>Grade:</b>	Grade 7 (Plus London Weighting Allowance)
<b>Department:</b>	Student Voice
<b>Location:</b>	Coventry University London with responsibilities across Coventry University Students' Union locations and online
<b>Responsible to:</b>	Head of Student Voice and Campus Engagement
<b>Responsible for:</b>	London Staff

### Purpose

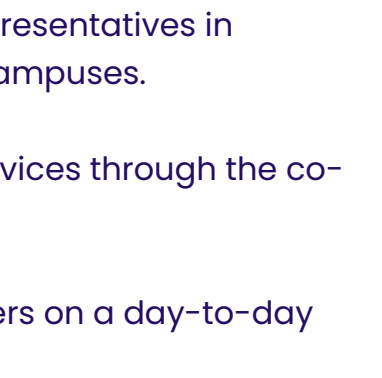

To manage the delivery of representation, and oversee activities, events, and other services at London Campuses.

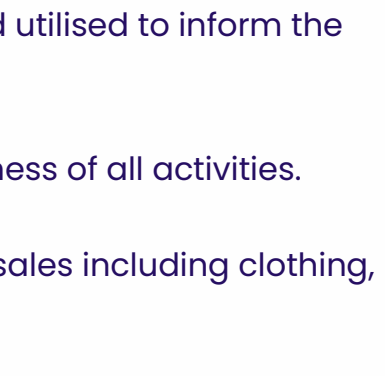
To manage the relationship between Your SU and London campus-based University stakeholders.

To support the strategic development of services to London campuses.

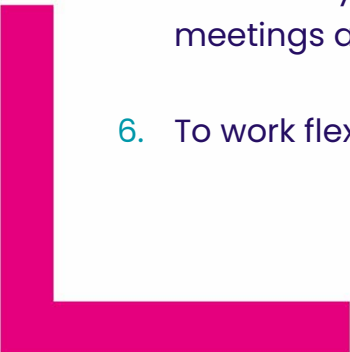
### Main Duties and Responsibilities

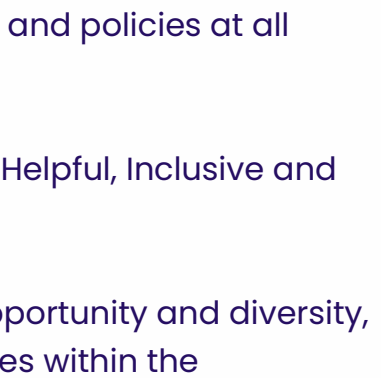
1. To be responsible for the day to day management of membership services staff at London campuses.

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2. To manage the provision of Your SU elected representatives in improving the 'Student Experience' at London campuses.
  3. To manage student engagement in Your SU services through the coordination of events and activities.
  4. To manage relationships with senior stakeholders on a day-to-day basis.
  5. To lead on the preparation of student leaders for university committees.
  6. To collect and analyse student voice data, producing high quality reports to assess effectiveness and make recommendations for service delivery improvement.
  7. To manage the delivery and development of the Student Voice system at London campuses.
  8. To work with colleagues in the recruitment, management and training of London-based student staff.
  9. To manage the promotion of extracurricular activities.
  10. To manage a high standard of service delivery for all internal and external customers.
  11. To ensure the provision of safe and secure systems of work is in place at all times.
  12. To lead on the delivery of Your SU campaigns, working with the relevant communities.
  13. To ensure that key performance indicators set are achieved.
  14. To oversee the management of the London campus budgets.
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15. To ensure that student feedback is collated and utilised to inform the delivery of all activities and events.
  16. To produce regular written reports on effectiveness of all activities.
  17. To manage the operation of all London-based sales including clothing, merchandise, and tickets.
  18. To oversee the delivery of Welcome events.
  19. To manage the processing of purchase orders, invoices, and petty cash claims and in line with financial regulations.
  20. To update digital content and social media platforms relating to London campuses in partnership with the Communications team.

### **General Responsibilities**

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
  2. To undertake relevant research/development projects as required from time to time.
  3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
  4. To support and contribute to the Union's communities, committees, societies activities and campaigns as required.
  5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
  6. To work flexibly - this may at times include weekend and evenings.
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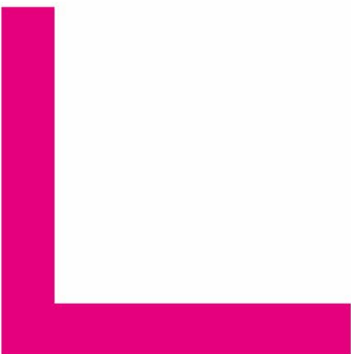
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7. To abide by the Union's constitution, procedures and policies at all times.
  8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
  9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
  10. Undertake any other duties commensurate with the grade range of the post.

*I have read, understood and agree to the above duties.*

**Signed:**

**Date:**

**Print Name:**



# Person Specification and Shortlisting Criteria

## Membership Services Manager London

All applicants must have eligibility to work in the UK

### **Shortlisting criteria and required experience:**

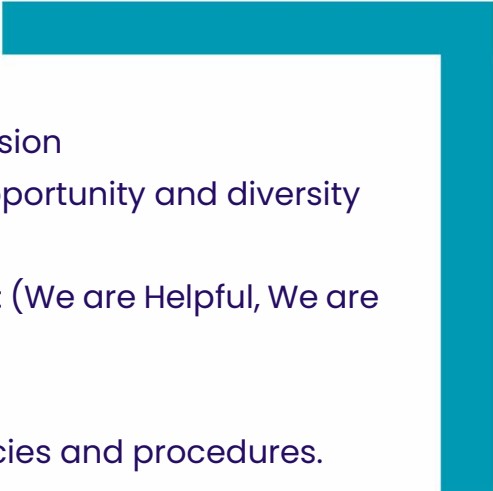
This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions.

1. Experience managing career staff - Essential
2. Experience of overseeing the delivery of student voice including Rep Systems and other feedback mechanisms - Essential
3. Experience of overseeing delivery of a programme of events - Essential
4. Experience supporting student leaders - Essential
5. Experience working with students from a wide range of demographics especially international students - Essential
6. Experience of growing student engagement with the SU, engaging hard to reach audiences - Essential
7. Experience of working in a campus in a different location to the main university - Desirable
8. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations - Desirable

### **Essential personal characteristics:**

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- A high degree of commitment to excellent customer care
- Ability to work well in a team
- Ability to work in a fast-paced environment

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- Work on your own initiative without close supervision
  - Good understanding and awareness of equal opportunity and diversity
  - Flexible approach to working hours
  - Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all CUSU's policies and procedures.

