



Coventry University Students' Union

Job Description

Job Title:	Membership Services Manager
Grade:	Grade 6
Department:	Campus Engagement
Location:	CU Scarborough
Responsible to:	Head of Student Voice and Campus Engagement

Purpose

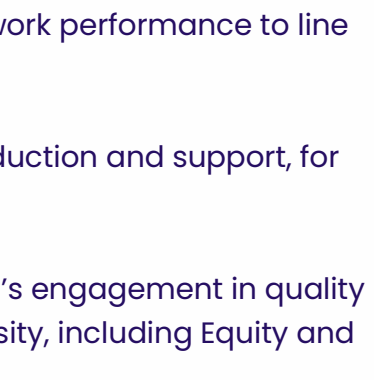

Under the direction of the Head of Student Voice and Campus Engagement to independently manage operations at the Students' Union site in Scarborough, ensuring the Union's Membership Services are delivered across the region.

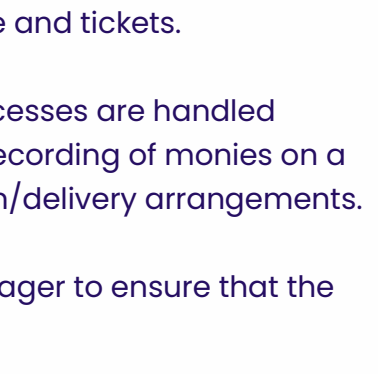
To provide support to local Student Officers, Student Representatives and members with variety of activities and training.

To promote general Students' Union services, and engage students in Union related events, campaigns and projects.


Main Duties and Responsibilities

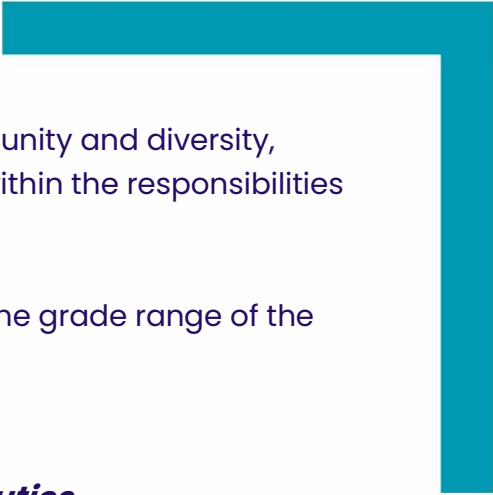
1. To enhance the student experience through supporting students and the Union's elected representatives to deliver positive change.
2. To deliver a range of co- and extra-curricular services and engagement activities.

- 
3. Assist in the management of staff and report on work performance to line manager.
 4. To deliver local student elections, and ongoing induction and support, for elected members in line with Union standards.
 5. To champion and support students and the Union's engagement in quality assurance and enhance activity within the University, including Equity and Diversity.
 6. To develop and maintain working relationships with University departments, faculties and halls to the betterment of the student experience.
 7. To oversee the delivery and development of the Student Voice system at Scarborough.
 8. To collect and analyse student voice data, producing high quality reports to assess effectiveness and make recommendations for service delivery improvement.
 9. To inspire and facilitate the delivery of 'student led' activities.
 10. To support the Union's work in the surrounding area of campuses, championing the role of the Students' Union and University as a civic entity.
 11. To develop and coordinate a range of non-commercial and commercial events and activities that are delivered both on campus and with partners in the local locality.
 12. To develop and maintain strong operational links with key Union departments.
 13. To liaise with the Union and the University marketing teams to ensure all communications are relevant to specific campus locations.
 14. To communicate effectively with members through a variety of methods and update relevant Union webpages.
 15. To contribute and provide reports on local campus activities to Union committees where required.
- 

- 
16. To oversee all local sales of clothing, merchandise and tickets.
 17. To ensure all cash and card payment control processes are handled effectively, including cash handling, receipt and recording of monies on a daily basis, banking, reconciliation, cash collection/delivery arrangements.
 18. Monitor budgets, liaising closely with the line manager to ensure that the Union's financial controls are adhered to.
 19. To facilitate the safe delivery of all operations by ensuring activity operates within Health and Safety frameworks.

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 Students' 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 SU Committee meetings as directed by the post holder's line manager.
 6. To work flexibly – this may at times include weekend and evenings.
 7. To abide by the Students' Union's constitution, procedures, and policies at all times.
 8. To be committed to the Students' 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. To 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 Scarborough

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 and / or CV.

1. Experience managing students or staff – Essential
2. Experience of overseeing the delivery of feedback mechanisms – Essential
3. Experience of overseeing delivery of a programme of events – Essential
4. Experience supporting student leaders or volunteers – Essential
5. Experience working with students from a wide range of demographics – Essential
6. Experience of growing membership engagement, 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.

High level of attention to detail

- 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
- Work on your own initiative without close supervision
- Good understanding and awareness of equal opportunities 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 Coventry University Students' Union's policies and procedures.