



Student Voice and Representation Manager

Recruitment Pack



Graduate
Students'
Association
UNIVERSITY OF YORK

Student Voice and Representation Manager

(Full-time, Requests for flexible working welcomed)

The Graduate Students' Association (GSA):

Established in 1965, the [GSA](#) is an independent charity and one of the UK's only dedicated postgraduate unions. We represent over 7,000 postgraduate students at the University of York and exist to be their champion: helping our members form strong communities, giving them support and advice when they need it, and advocating on their behalf to ensure every postgraduate student and researcher at York has a great experience.

Our membership is diverse and expanding quickly. Our students are all over 21, most are returning to education, and well over half come from outside the UK. We also have a growing community of distance and part-time learners. We provide a wide range of evolving services and support to meet the changing needs of our membership through the leadership of our three elected sabbatical officers

The GSA trains and supports academic representatives and other volunteers to make changes to their course and to the University, we provide a platform for students to campaign on the issues that matter for them, we help members with their welfare and offer academic advice when they need it most, and we bring people together with a comprehensive calendar of events and trips including the UK's largest dedicated postgraduate welcome week, free sports sessions, and student-led networks.

The successful candidate will be joining our small team of nine staff and three student sabbatical officers, based out of our office in the heart of campus. We currently support a combination of home and office working.

The GSA recognises that our team does not currently reflect the diversity of our membership. We welcome applications from all individuals and particularly those from backgrounds currently under-represented in our team. We are willing to consider flexible arrangements for candidates with the appropriate skills and experiences.

The Role

To ensure high quality student representation exists within the GSA:

The GSA is a specialist students' union, with a small, dynamic team of staff and officers. We need someone who can be responsible for ensuring our elected sabbatical officers, part-time officers and academic representatives provide high quality representation for postgraduate students at the University of York. This role forms part of a small senior leadership team reporting directly to the Chief Executive Officer and will be assisted by part-time staff to assist in the delivery of key activities and events.

The role covers a number of key areas including support for the elected officers, ensuring they are well prepared for meetings and support for their campaigns arising from manifesto pledges. You will also be responsible for the provision of high quality research to support both the officers and the organisation in reporting GSA impact to the University. Finally you will oversee our democratic processes including association council meetings, elections and referenda ensuring these are delivered in line with the bye laws.

As a member of the senior team this role is also expected to contribute more generally to the overall running of the GSA and the implementation of the strategy.

Key Responsibilities:

Student Voice

- To oversee all elected and appointed representatives to ensure they have the resources available to provide effective student representation on matters of importance to postgraduate students.
- To lead the development and delivery of training packages and mentoring programmes for all elected and appointed representatives and sabbatical officers.
- To support the sabbatical officers to deliver change at the University; supporting them in the delivery of their campaigns and manifesto pledges.
- To lead the briefing of student representatives at various internal and external boards and committees through the provision of written reports on the content of papers
- To provide appropriate data and analysis which supports the work of representatives allowing them to present appropriate arguments where necessary.

- To undertake high quality research, including research into matters relating to institutional, local or national education policy and equality & diversity developments, changes and issues which may affect the members of the GSA, this includes the annual Postgraduate Experience and Welcome Week Surveys
- To lead on the analysis and reporting of data from both internal and external sources, to inform the work of the GSA (including, where appropriate, University projects) including contributing to the ongoing monitoring and evaluation of the strategic plan

Representation and Democracy

- To lead the effective delivery of all GSA democratic processes including but not limited to elections and referenda.
- To lead continuous improvement processes which ensure the GSA's representative and democratic structures remain appropriate for the needs of our members.
- To act as secretary to the Association Council ensuring this runs smoothly and in line with the by laws.
- To lead on the delivery of the Annual General Meeting and other important governance events.
- To include other GSA staff members in the delivery of key democratic processes as required
- To develop and maintain productive professional relationships with numerous University departments, including but not limited to the York Graduate Research School and YUSU
- To maintain a strong and up-to-date working knowledge of good practice relating to barriers to participation in academic representation, governance, and democracy.

Leadership

- To help implement the organisational strategic plan as determined by the Trustee Board and Senior Management Team and advise on short, medium and long term operational improvements within the GSA
- Provide leadership, direction and coaching to the staff within the Representation and Democracy team; manage and develop the staff and volunteers within the team
- Create a culture of excellence in customer service, ensuring that students' needs and expectations are effectively identified, measured and met

- Manage the representation and democracy budget and oversee any appropriate budget allocations ensuring they are monitored and controlled
- Provide operational and budgetary performance information to the CEO, the Senior Management Team and Trustee Board to ensure that there is a shared, up-to-date understanding of the team's current performance and any operational issues arising.
- Attend and contribute to Senior Management Team Meetings, Managers Meetings and other external meetings, conference and training events as may be reasonably required
- To prepare funding bids in liaison with the Senior Management Team
- To ensure that relevant statutory and legal obligations are met.

For all staff:

- To work within the framework of the GSA's Articles, Byelaws and Policies, ensuring that your work furthers the GSA's core values and objectives.
- To demonstrate a commitment to the GSA's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of the post.
- To undertake Health and Safety duties and responsibilities appropriate to the post, at all times having regard to your own and others health and safety.
- To provide excellent customer and client care in dealings with students, staff and members of the public.
- To contribute to the development of a professional working and learning environment within the Union.
- To have a commitment to your own development and a willingness to undertake relevant training opportunities.
- To have a flexible work approach in order to meet deadlines.
- To perform such reasonable duties consistent with the post and as required by the Chief Executive officer.
- Support key GSA events including but not limited to Welcome Week and Networks week
- Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the Employee Handbook.

This list is not exhaustive and the post holder will be expected to carry out other tasks commensurate with the level of the post.

Person Specification:

	Essential	Desirable
Education / Qualifications	Good education to degree level or equivalent expertise and experience	A postgraduate qualification with evidence of a research project
Previous Experience	<p>Experience of working within a field related to advocacy or representation</p> <p>Experience of developing and managing relationships with stakeholders to deliver objectives</p> <p>Experience of managing, motivating and developing others</p> <p>Experience of training volunteers or staff</p>	<p>Previous experience of working with or for democratic organisations</p> <p>Experience of working in a student focussed setting</p> <p>Experience of recruiting, training and managing volunteers</p> <p>Professional work experience in a similar position</p> <p>Experience of using an evidence-based approach to prepare documents, reports, resources and/or policy proposals</p> <p>Experience of leading a team to deliver projects and an understanding of key performance indicators</p> <p>Experience of preparing and administering budgets</p> <p>Demonstrable experience of engaging decision makers with policy recommendations, including report writing</p>

<p>Knowledge</p>	<p>Understanding of Higher Education and the Postgraduate experience and diversity within the Postgraduate population</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> ● research and data collection processes, including qualitative and quantitative methods (especially surveys) ● Analysis of data (advanced knowledge of Excel/Google sheets and other online and offline data analytical programmes) ● Storage of data (awareness of data protection issues) 	<p>Current knowledge of trends and issues within the Higher Education sector.</p> <p>An understanding of the issues / potential barriers facing students engaging in higher education and / or extracurricular activities</p>
<p>Skills, Abilities and Competencies</p>	<p>A high standard of interpersonal skills, with strong oral and written communication skills, adaptable to a diverse range of stakeholders</p> <p>The ability to act on your own initiative, work independently, and find creative solutions when necessary</p> <p>IT competent with a good level of digital literacy – able to use web based applications to support effective service delivery and customer/member engagement</p> <p>A high standard of organisational and administrative skills</p> <p>Analytical and critical thinking skills; and able to assimilate complex information and use data to inform decision making</p>	<p>Ability to empower and motivate others</p>

<p>Personal Attributes</p>	<p>A team player who can build strong relationships, demonstrate an emotionally intelligent and empathetic approach</p> <p>Commitment to GSA values, constitutions and policies and to work within, promote and uphold the student-led democratic ethos of the GSA</p> <p>Attention to detail</p> <p>Appreciation of the need for confidentiality</p> <p>Willing to undertake personal development and training opportunities</p>	<p>Commitment to an environment that promotes equity and values diversity</p>
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Closing Date: Midnight Sunday 08 January 2023

Shortlisting Date: Tuesday 10 January 2023

Interview Date: 17 January 2023

Commencement Date: ASAP, depending on notice period

Salary: £25-28K depending on experience

Hours of Work: Full time, 37 hours per week. Due to the nature of the role, working hours may exceed this total as business needs fluctuate. The GSA offers flexible working between the hours of 8am and 6pm, staff must be present for core hours between 10am and 4pm. The post may involve evening and weekend work.

Place of Work: The Graduate Students' Association, University of York, Heslington, York. The post may require some minimal travel within the UK. The GSA currently allows the team to split their time between in-person and remote working, depending upon business needs.

Benefits: 30 days holiday per year plus all public holidays.

Duration of Post: Permanent, subject to a satisfactory 6 month probation period.

Reporting to: Chief Executive Officer

Application forms: Should be returned via email to recruitment@yorkgsa.org

Contact: If you would like an informal conversation about this role please email ceo@yorkgsa.org to arrange this.