

Student Support Co-ordinator

**Job Guide and Requirements**

The Students’ Union

**Vision**

Supporting and enhancing the overall student experience and encouraging engagement within the QMU community.

**Mission**

To be an effective student led organisation that is adaptable, sustainable and inclusive whilst providing representation for, and relevant services to QMU students.

**Values**

Student led, student focused.

The Students’ Union is a registered charity. It has a Board of Trustees who work with democratically elected Student Officers to run the organisation. The core of our work is to represent and support students and enhance their student experience.

The Students’ Union believes that the overall student experience is vitally important to our members both during academic study and in securing future employment. The Union is committed to supporting all matriculated students of the QMU Edinburgh campus no matter their circumstances and will always endeavour to cater for the diverse student body.

Initiatives led by students are at the heart of our services and we aim to help our members’ personal development and employability.

Any commercial surpluses made by the Students’ Union are reinvested into the core services we provide to members, these include; support, representation, campaigns, events and sports and societies.

Job Details

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| --- | --- |
| ***Title*** | Student Support Co-ordinator |
| ***Reporting to*** | Deputy General Manager |
| ***Location*** | The Students’ Union, Queen Margaret University |
| ***Grade and Salary*** | £20,275 pro rata |
| ***Hours*** | 25 hours per week. These are worked mostly Monday to Friday 10am-3pm however the post-holder must be flexible as pre-arranged work outwith these hours is a full requirement of the post. |
| ***Contract Type*** | Permanent |

Understanding the role

Queen Margaret University Students’ Union provides vital support for students. The Student Support Co-ordinator (SSC) plays a pivotal role in the services provided by the Students’ Union (SU). It is a job which is multi-faceted and challenging and requires an applicant who can work flexibly and creatively in a busy environment.

The SU is managed and run by a small dedicated team comprising two elected Student Officers (Student President and Vice-President) and seven staff members. All members of the SU team are expected to work flexibly and co-operatively, striving to meet the aims and objectives of the team as a whole. This role will have particular responsibility for Student Support but will be expected to contribute to all areas of work of the SU as appropriate..

The diverse nature of this position requires the holder be able to prioritise and monitor tasks and to be willing to take on ad hoc duties as and when required to support the team. There are times when unsociable hours form part of this post therefore applicants must be able and willing to work outwith office hours at pre-arranged times. Time off in lieu is awarded for additional working hours.

The structure of the Students’ Union has the Student President at the head of the organisation. Much of the SSC role involves supporting work in the Student President’s remit therefore the post holder will work closely with the Student President. Due to the small size of the SU staff team each role is delivered by one staff member. This post reports directly to the Deputy General Manager.

This is an excellent opportunity to be part of a vibrant working environment. The position involves working with every department of the organisation as well as with students, University staff and external agencies, thus giving the post holder the opportunity to learn and develop a variety of skills. The successful candidate will be pro-active, enthusiastic and committed to providing the best possible service to our students.

Key Functions

Student engagement in all parts of University life is a key priority for the Students’ Union. Playing an active part in their student experience helps students to achieve their full potential and ensures that Universities learn from their students as well as students learning from them. The Student Support Co-ordinator is responsible for the following areas of this:

* To co-ordinate, promote and deliver the work of the Help Zone, supporting students throughout their experience at University.
* To support the Deputy General Manager with all areas of student representation and academic engagement for the Students’ Union.
* To work with the University on the development and management of the Class Representative System.
* To co-ordinate the placement of student representatives on QMU Committees and working groups.

Main Duties & Responsibilities

**STUDENT SUPPORT**

* Co-ordinate, promote and deliver the work of the HelpZone
* Advise and support students on a one-to-one basis on matters relating to Academic Appeals, Complaints, Disciplinaries and Fitness to Practice. This includes attending hearings with students.
* Keep up to date with developments in local policy or procedural changes at QMU and in the national Higher Education sector ensuring reference material and information is kept up-to-date.
* Promote the QMU Wellbeing Adviser and Counselling Service to students.
* Undertake a limited amount of welfare casework: assessing each individual student’s requirements and providing appropriate advice, or referrals to specialist agencies, either within the University or externally.
* Support Student Officers’ to develop and implement welfare campaigns.
* Provide a C-Card Service to students through the Help Zone.

**CLASS REPRESENTATIVES**

* Work with the University to ensure Class Representatives are elected in every class.
* Co-ordinate the Class Rep system including ensuring an up to date database of class reps is maintained and the provision of training and support to Class Reps
* To work with QMU Division of Governance & Quality Enhancement Unit and other QMU staff and students to develop academic representation at QMU and enhance the Class Representative network.
* Promoting the role and benefits of the Class Rep system to students and academic staff
* Work with the Student President to engage class reps and other students in internal and national education related projects.
* To maintain an up to date database of Class Representatives.
* To liaise with SPARQS (Student Partnerships in Quality Scotland)
* Organise and promote the annual STaR Awards (Student Teaching and Representation Awards)

**STUDENT FORUMS**

The Students’ Union has 2 main forums for engaging with students:

* Academic Council (for Class Reps)
* Campus Life Forum (all students)

The Student Support Co-ordinator is responsible for the following:

* Co-ordinating all representation forums
* Working with the Sabbatical Officers to prepare and promote forums
* Regularly reviewing the effectiveness of forums
* Developing new and innovative ways to collect student feedback
* Ensuring that all students have access to records of Forums

Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Assessed by:** |
| **QUALIFICATIONS** |  |  |  |
| Educated to degree level |  |  | Application |
|  |  |  |  |
| **EXPERIENCE & KNOWLEDGE** |  |  |  |
| Experience of developing, supporting and monitoring efficient systems of work |  |  | Application & Interview |
| Experience of providing support to a range of people | **✓** |  | Application & Interview |
| Experience or understanding of member led organisations |  |  | Application & Interview |
| Experience of collaborative working |  |  | Application & Interview |
| Knowledge of the services provided by a Students’ Union and their democratic structures |  |  | Application & Interview |
| Experience or understanding of representation systems |  |  | Application & Interview |
| Experience of working or volunteering in the voluntary sector |  |  | Application & Interview |
| Experience of working with Higher Education policies and regulations |  |  | Application & Interview |
|  |  |  |  |
|  |  |  |  |
| **SKILLS & ABILITIES** |  |  |  |
| Excellent organisational skills |  |  | Application & Interview |
| Ability to work flexibly to suit the needs of the organisation |  |  | Interview |
| Ability to work on own initiative and as part of a team |  |  | Interview |
| Proficient in the use of Microsoft IT tools including Teams, Word, Excel and PowerPoint and willing to keep up to date with new platforms as required |  |  | Application & Interview |
| Able to support students and student Officers and contribute to their development |  |  | Interview |
|  |  |  |  |
| **PERSONAL ATTRIBUTES** |  |  |  |
| Excellent communicator with a personable manner |  |  | Interview |
| Self-motivated and able to make independent decisions |  |  | Interview |
| Excellent time management skills |  |  | Interview |
| Flexible approach to work |  |  | Interview |
| Enjoy working with a diverse range of students |  |  | Interview |
| Empathetic nature |  |  | Interview |

Recruitment Timeline

Closing Date: Monday 18th October at 9am

Interviews: Monday 25th October 2021