

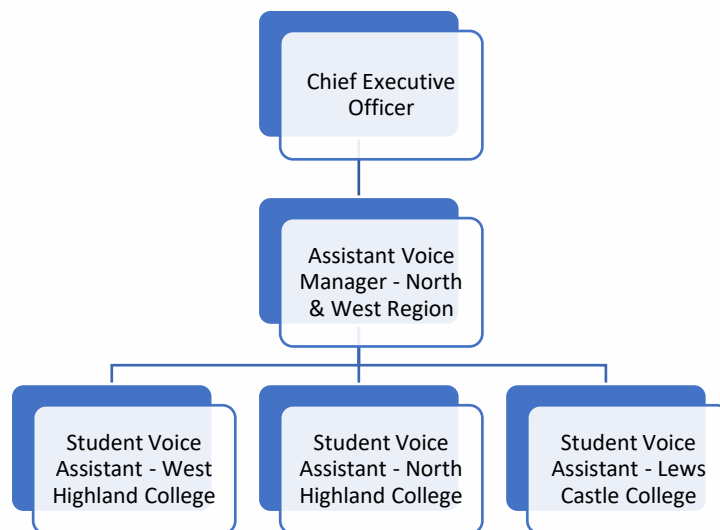
Assistant Voice Manager - North & West Region

February 2022

Job Title: Assistant Voice Manager – North & West Region

Department: Activities

Grade: D



Main Purpose of the role:

HISA is a membership-led organisation and its primary purpose is to be the recognised representative of students to the University of the Highlands and Islands. To do this effectively, it is crucial that the student voice of our members is strong and heard by the institutions. The role as Assistant Manager will provide front-line support to our three Local Officers and support the delivery of Students' Association activities on a local level.

In addition to supporting Local Officers, this role will also involve managing three part time members of staff. Each member of the team is a Student Voice Assistant located at one of the three Colleges within this region: North Highland College, West Highland College and Lews Castle College. The role will involve setting work-loads for staff and having regular one to one sessions. This role will also support the Rural & Islands College merger process, which is aiming to merge the three Colleges named into one larger organisation.

As Assistant Manager, you will offer guidance and support to local officers in a busy, student led office environment, helping student leaders to be as impactful as possible. You will also support engagement in high level meetings, such as Board of Management meetings and provide briefing and meeting support where needed. You will also encourage engagement at all levels through communications and activities.

Key Responsibilities

Officer Support

- Coordinate the induction, training, and development of elected officers and provide practical research and advice to representatives on the development of their campaigns and policy priorities.

- Facilitate meetings and communication with key members of college staff, and key external stakeholders on behalf of the local officers.
- Support the local elected officers in the operational running of events, campaigns and activities and their day to day roles.
- Help prepare local officers for Board of Management meetings and other committees.
- Assist in the production of reports from the local officers.

Student Voice

- Work in partnership with the local UHI Academic Partner to support the activities, communications and running of the HISA Student Voice system.
- Coordinate the training and development of Student Voice representatives, supporting them to engage in the Quality Assurance structure of the College at all levels.
- Coordinate and support the delivery of election campaigns, encouraging all students to participate.

Student Engagement

- To support and help develop local clubs, societies and activities.
- Be a permanent point of contact and liaison between the local officers and the UHI Academic Partner; and through this build good relationships and promote partnership working with college staff
- Coordinate the delivery of local communications with members, ensuring regular, relevant and accessible information is shared through a range of channels.

General

- To adhere to all relevant HISA policy, procedures and governing documents at all times.
- To undertake appropriate training and development as required for the role.
- To undertake any other duties appropriate to the role, role grade and organisation, within their competence as required by management, to provide operational cover or support for colleagues including absence and periods of peak workload as required.
- It may be necessary for the post-holder to work out of hours on occasion e.g. to cover events and extended office opening hours. A system of time off in lieu will operate to cover this.
- A degree of travel between campuses will be expected.



Person Specification

Qualifications, Training and Experience

Criteria	Essential	Desirable	Tested at;
Education to HND level or equivalent experience	✓		A
Experience of working with and supporting volunteers or elected individuals		✓	A, I
Experience of working in Further/Higher Education or with young people.	✓		A, I
Experience of running democratic or membership activities/events.	✓		A, I
Experience of managing a team of staff, or volunteers	✓		A, I
Experience leading projects	✓		A, I

Skills, Knowledge and Ability

Criteria	Essential	Desirable	Tested at;
Knowledge of current issues affecting students and Further/Higher Education	✓		A, I
Able to communicate and maintain strong working relationships with a wide range of people at all level	✓		A, I
Good knowledge of IT programmes such as Microsoft Office		✓	A, I
Able to present information clearly and concisely in written oral format	✓		A, I
Knowledge of meeting administration, including experience supporting participants to engage	✓		A, I
Able to deal with multiple deadlines and conflicting priorities		✓	A, I
Excellent interpersonal skills including communication, leadership and negotiation with people at all levels	✓		A, I

Values

Criteria	Essential	Desirable	Tested at;
Student-Driven	✓		A, I
Supportive	✓		A, I
Sustainable	✓		A, I
Inclusive	✓		A, I

A = Application, I = Interview

