

Director of Student Engagement & Representation

Highlands & Islands Students' Association
September, 2023



A Letter from William Campbell

Hi there, my name is William Campbell and I'm the current Regional President of the Highlands and Islands Students' Association and the chair of our Trustee Board.

Thank you for your interest in becoming our first Director of Student Engagement and Representation. We started as an organisation in 2015, almost eight years ago, and since then we have played an important role in representing almost 30,000 students across the University of the Highlands and Islands, and their Academic Partners.

This role is new for our Senior Management Team and is critical to the next stage of work for our members across our region. We hope you're as excited about this opportunity as we are. We're looking for someone who drive the change in our services, representation, and advocacy.

We are currently going through an incredible phase of change, to help support and represent our members (the students of UHI). We have recently recruited a new Chief Executive, we are getting ready to build our next Strategic Plan and finally, we are investing in our staff team to make students' lives better across the partnership.

Within this pack, you'll find out more about the role and how with your help – we'll continue to make things better for our members.

William Campbell

Regional President & Chair of Trustee Board



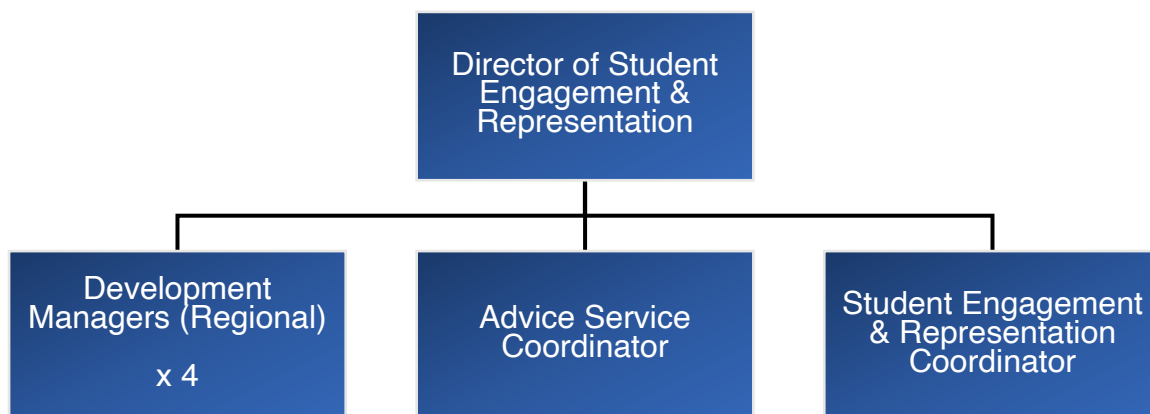
Director of Student Engagement & Representation

The Role

We are looking to appoint a highly motivated senior leader to join our great team here at the Students' Association.

The post of Director is a new one and will be responsible for many of the core functions of the Association, achieved through the departments and teams covered in the role including our Advice Service, Student Voice and the teams of local staff at each of our 10 Academic Partners across more than 40 learning centres.

The current staffing structure is shown below.



The post reports directly into the Chief Executive and will report to the Trustee Board on aspects relating to the responsibilities of the role, including key updates on our Advice Service and Student Representation.

The Students' Association is entering an exciting phase of its development as the new Chief Executive joins us and we begin to prepare for our next Strategic Plan which will be created in 2024.

Finally, this post is a key part of the plans to continue to build student engagement with the academic representation, advice and democracy of the Association as well as building and strengthening relationships with UHI and its Academic Partners.

Below, you'll find the Job Description and Person Specification for this role.

The University of the Highlands and Islands

Whilst the Students' Association exists as a separate membership organisation and charity – We work incredibly closely with the University of the Highlands and Islands, with their enrolled students being automatically opted-in as our members.

The University exists as one of the most interesting Tertiary Education institutions in the United Kingdom today, and certainly one of the newest. The UHI Project started in 1992, and the University was awarded University status in 2011. Rather than inviting students to study at one campus – UHI has 10 academic partners from the Isle of Arran in the south to Shetland in the north, across an area the size of Belgium.

These partners often specialise in courses, and bring that learning people who live across the Highlands and Islands.



Director of Student Engagement & Representation

Highlands and Islands Students' Association

JOB DESCRIPTION

People:

Responsible to Chief Executive

Responsible for all staff within the Directorate

Salary:

Band F1 Points 27-29

Last Updated:

August 2023

Main Purpose of the Role

To provide strategic leadership, direction and drive in relation to the Students' Association's services, representation and advocacy for members and to develop effective systems and opportunities to enhance the experience of students across the University and its Academic Partners.

This role is critical in ensuring the Students' Association is relevant to, and at the heart of, the lives of students and can demonstrate its impact and benefit to its members.

Key Responsibilities

- To lead the development and delivery the Association's Strategic Plan as it relates to engagement and representation, ensuring the aims and values of the Association are met through the development and monitoring of operational plans for all areas of responsibility of the post.
- To provide strategic leadership to develop the insight function of the Association, ensuring engagement with, and development of the Student Voice Representative (Academic Rep) system and the gathering of feedback from members and the University as well as external sources.
- To provide effective leadership for the managers and staff in the department, including coaching, mentoring and appraisals. To ensuring opportunities for development and empowerment exist for all staff.
- To ensure effective support for the local and regional elected officers of the Association in the achievement of their objectives and to ensure coaching and support is available to them in their capacity as members of Boards of Management and other major committees to help them achieve their ambitions in their terms of office.
- To be responsible, in conjunction with the Director of Operations and the CEO, for the setting of annual budgets and the monitoring, reporting and controlling spend against this budget. To support the preparation of annual block grant submissions.

- To prepare reports for the Board of Trustees and other bodies on areas of responsibility.
- To ensure the effectiveness of, and membership engagement with the Association's democratic functions including its elections; ensuring that the democratic governance of the Association is fit for purpose and that it meets all obligations under legislation including the 1994 Education Act.
- To be an ambassador for the Students' Association. To build, strengthen and maintain relationships with key stakeholders across UHI, the Academic Partners and beyond, for the benefit of students. To represent the Association at key meetings within UHI and externally. To deputise for the Chief Executive as required.
- To attend conferences and networking events and other opportunities on behalf of the Association as appropriate.
- To be a champion for awareness of equal opportunities and eliminate any discriminatory practices.

General

The exact responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate to the role, which may include management of additional staff.

All Association employees are expected to work within the ethos of the Union and strive to achieve the following:

- Be enthusiastic advocates for student leadership and the organisation's values;
- Promote a positive and professional image of the Association to its members, customers, stakeholders and other external people;
- Actively engage in student-facing projects and activities of all kinds as required
- Work at all times within relevant legislation as well as structures, policies and procedures;
- Work co-operatively with other Association staff and Officers as appropriate, as well as relevant external organisations;
- Adhere to the highest standards, especially of customer service and safety;
- Undertake necessary training and to attend all meetings as requested;
- Positively contribute to the organisation's ethical and environmental ethos;
- 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

*Tested at Application
^Tested at Interview
+Tested at Presentation/Test

Qualifications, Training and Experience

Essential

- Good general education, typically to A Level/Higher equivalent*
- Evidence of continuous professional development*
- A minimum of 3 years' experience of managing a staff team, including performance management and coaching*
- Experience of delivering on strategic objectives*^
- Setting and managing departmental budgets*+

Desirable

- Working within a democratic organisation or member-led environment or charity*
- Experience of senior leadership and organisational development*

Skills, Knowledge and Ability

Essential

- Excellent interpersonal and communication skills (both written and verbal)^
- Outstanding organisational skills and ability to manage multiple priorities, tasks and conflicting deadlines^
- Ability to create and maintain strong working relationships with key stakeholders and staff*
- Ability to respond positively to challenging situations and solve problems quickly and creatively^
- Ability to capture and analyse data and prepare detailed reports*
- Knowledge of quality assurance mechanisms, or similar processes within an educational setting Excellent self-management skills including time management, autonomy and initiative*

Desirable

- Knowledge of key issues affecting students and Further/Higher Education*^
- Knowledge of charity requirements and key governance considerations*^
- Good understanding of effective volunteer management and development*^

Values

Essential

- Student-Driven^
- Supportive^
- Sustainable^
- Inclusive^



Recruitment Process

If you are interested in applying for this role but would like to understand more about the role, organisation, process or role expectation, please contact our HR Team on hisa.hr@uhi.ac.uk to arrange a discussion.

How to apply

Please apply via our recruitment platform - Breathe HR.

Please download the Application Form and Equal Opportunities Form, complete it and attach to your application.

Please be advised that CVs and Cover Letters are not accepted as part of this recruitment process.

In case of any issues with uploading the forms to your application on Breathe HR, please send them via email to hisa.hr@uhi.ac.uk, stating the role you are applying for.

Closing date for applications is noon on Wednesday 4th October.

Interviews to take place by video conference in the week commencing 16th October.

Thanks again,

Your Students' Association

