

Insight and Democracy Coordinator

Inverness/Hybrid

Highlands & Islands Students' Association
3 April, 2024

[A Letter from William Campbell, Our President.](#)

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 coming to work here at the Students' Association. We started as an organisation in 2015, almost nine 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 at both higher and further education.

We hope you're as excited about this opportunity as we are. We're looking for people who will drive the change in our services, representation, and advocacy and understand and join our team to work with others across Scotland to achieve our aims as a charity and membership organisation.

This academic year - 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 students.

William Campbell

Regional President & Chair of Trustee Board



The Highlands and Islands Students' Association

The Highlands and Islands Students' Association is a Students' Union based in Scotland, in the United Kingdom. We share a history with many other Students' Unions and Associations across the country and the world in our aims to make the lives of Students' better.

The difference between us and many other similar charities and membership organisations is that we are based at campuses and learning centres across Scotland – From as far south as Paisley and Perth, to the very top of Scotland in the Orkney and Shetland isles.

We also represent over 30,000 further education and higher education students who study at the University of the Highlands and Islands (UHI).

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 who work together including...

- UHI Argyll
- UHI Inverness
- UHI Moray
- UHI North, West & Hebrides
- UHI Orkney
- UHI Perth
- UHI Shetland
- Highland Theological College
- Scottish Association for Marine Sciences (SAMS)
- Sabhal Mòr Ostaig

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

Our Students' Association also exists as one of the newest in the UK, with it's creation in 2015 and since then – we've grown from a team of three staff members in Inverness, to a team of around forty including staff and elected student officers. We haven't stopped growing and learning since then.



Job Description: Insight and Democracy Coordinator

Job title	Insight and Democracy Coordinator
Reporting to	Director of Student Engagement and Representation
Responsible for	n/a
Department	Student Engagement and Representation
Salary	Band C, Points 12-14
Hours	35 hours per week (full – time)
Location	HQ Inverness or commutable distance to one of the Academic Partners (hybrid working) by negotiation

Main purpose of role

To effectively engage its membership in its decision-making so it is truly representative, responsive and relevant, it is crucial that HISA's key processes and structures work smoothly and are evidence-led. The Insight and Democracy Coordinator, in conjunction with the Director of Student Engagement and Representation and other staff, is at the heart of the effectiveness of these processes and structures. There are two key areas of activity:

- Democracy – Enhancing student involvement in democratic activities including elections, all-student meetings, and the Executive Committee.
- Insight – Help officers' and staff colleagues' understanding of key issues, through regular training, briefings, research, and analysis.

While the list of key responsibilities below is extensive, the role is cyclical in nature due to the nature of the academic year. This means that not all activities will require to be undertaken at the same time, and it should also be noted that the postholder will be closely supported by the Director of Student Engagement and Representation and will work closely with the Development Managers, Advice Service Coordinator, and others. Nonetheless, effective planning of these diverse responsibilities will be a key attribute of a successful candidate.

Key Responsibilities

Democracy: Elections

- In conjunction with the Director of Student Engagement and Representation, plan, develop and deliver the Students' Association's elections processes in line with the Schedules and relevant legislation, and any other election activity as directed, with the aim of maximising engagement and turnout.
- Coordinate and support Association staff, UHI and academic partner staff, and NUS to effectively deliver collaborative elections.
- Work with colleagues to coordinate a cross-academic partner promotion to highlight the value of involvement in elections and similar democratic processes.
- Develop and deliver candidate training to students running in elections.
- Measure and monitor the diversity of candidates and voters, identifying ways to increase engagement from under-represented areas as defined by the Association and / or indicated by the data.
- Ensure the elections process is reviewed and evaluated, implementing enhancements to increase satisfaction of all involved.

Democracy: All-Student Meetings

- Work with colleagues across the organisation to deliver an impactful programme of regular All-Student Meetings, at which students can shape HISA's decisions, inform the Executive of students' priorities, and learn more about HISA's activities.
- Underpin meetings with appropriate research and insight into relevant topics.

Democracy: Executive Officers

- Support the effective operation of the HISA Executive Committee, including the functioning of meetings and the preparation of appropriate research to enable meaningful and informed decision-making.
- Along with the Chief Executive Officer and colleagues in the Student Engagement and Representation team, support elected Officers to deliver in their roles, for example by informing campaigns and manifesto priorities, and supporting them in their engagement with relevant committees.
- Support the Officer lifecycle, including between election and commencement of office, key training and onboarding, and development opportunities.

Democracy: General

- Maintain and develop the relevant democracy-related sections of the Students' Association's website.
- Support elected Officers to attend external Conferences throughout the year, including but not limited to the National Union of Students, to promote policy change and inform HISA's own decision-making.

Insight: Learning and Teaching

- Working with other colleagues, particularly the Development Manager, develop effective methods of gathering student insight, particularly from Student Voice Representatives (SVRs), on a variety of matters or interest to them, the Academic Partners and to the student population, including, but not limited to:
 - Collation and analysis of Student Voice Rep activity, feedback and ideas across the UHI partnership, informing decisions taken at Academic Partner, subject and other levels.
 - Learning from themes in key data sources about the student experience, including the HISA Advice Service, university surveys and other data.
 - The implementation and promotion of online platforms for exchange of views between students and representatives.
 - Considering new and innovative ways to increase opportunities for student engagement, including surveys, focus groups and campaigns.
 - Exploring and developing new ways of engaging students in the shaping of HISA's decision-making.
- Provide regular and up to date briefings and analysis on policy on issues relating to learning, teaching, quality and the wider student experience, drawing on institutional and national activities and data.
- Contribute to the mapping of student membership of UHI committees and coordination of support and briefing for officers and other committee members.
- Liaise with colleagues in UHI, Academic Partners and relevant external agencies on priority areas, to inform HISA's decision-making and communicate best practice on student engagement activities.

Insight: governance

- Support colleagues, including the Director of Student Engagement and Representation and Director of Operations, to ensure the Students' Association's governing documents remain fit for purpose, transparent and easily accessible to students and representatives.
- Provide advice to officers and staff colleagues regarding democratic procedures, processes and student governance, in line with relevant legislation and in conjunction with Development Managers, Local Coordinators and other staff.

General

The exact responsibilities will change from time to time and the postholder is required to undertake any additional duties are deemed appropriate to the role, which may include management of additional staff or volunteers.

All employees are expected to work within the ethos of the Association 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, 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 organisations.
- Adhere to the highest standards, especially of customer service and safety.
- Undertake necessary training and development and to attend all meetings as requested.
- Positively contribute to the organisation's ethical and environmental ethos.
- It may be necessary for the postholder 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.
- Be willing to undertake a degree of travel between campuses.
- Be willing to be based within the UHI region and work in-person where possible.

Person specification

Criteria	Essential / desirable	Tested at		
Qualifications, Training and Experience				
		Application	Interview	Presentation
Educated to a good standard (SCQF levels (6) at least) or equivalent work experience	E	✓ ▪		
Experience of working in Further/Higher/Tertiary Education or with young people in a member organisation	E	✓ ▪		
Experience in delivery of support, advice and information to diverse audience	D	✓ ▪	✓ ▪	✓ ▪
Experience of committee meetings, including organisation, facilitation, setting the meetings, and preparing agendas and circulating minutes	E	✓ ▪	✓ ▪	

Experience of meetings preparations, minuting/note taking and attendance	D	✓.	✓.	
Experience working with elected individuals and/or volunteers	D	✓.	✓.	
Experience of designing and delivering training	D		✓.	
Monitoring compliance with legal obligations in line with best practice and reporting on non-compliance matters	E	✓.		
Experience of leading or supporting the delivery of campaigns or projects	E	✓.	✓.	✓.
Skills, knowledge, and ability				
An understanding of Students' Associations, associated governance structures, and the role of elected Officers	E		✓.	
Knowledge of current issues affecting students and Further/Higher Education	E	✓.		✓.
Ability to analyse and interpret data and take appropriate action	E		✓.	
Ability to present information clearly and concisely either in a written or verbal format; effective report writing	E		✓.	✓.
Excellent organisational skills, including time management, autonomy and initiative	E	✓.		
Excellent interpersonal skills including communication, leadership and relationship management with people at all levels	D	✓.	✓.	
Ability to deal with multiple deadlines and conflicting priorities whilst maintaining high quality outputs	E	✓.	✓.	
Ability to evidence effective level of IT skills	D	✓.		
Values				
Student-driven	E	✓.		
Supportive	E	✓.		
Sustainable	E	✓.		
Inclusive	E	✓.		

This job specification is non-contractual and is subject to alteration after consultation with the post holder.



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 on the recruitment platform.

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.

Interview Dates

Applications close: Tuesday, 30 April 2024, 23:59

Shortlisting: w/c 6 May

Interviews: w/c 13 May (most likely Friday 17 May)

Start date: To be confirmed with a successful candidate subject to receipt of onboarding documents, PVG and references.

Thanks again,

Your Students' Association

