

**Head of Membership**

**Job Pack**

**March 2019**

Goldsmiths Students' Union  
Dixon Road, New Cross  
London SE14 6NW  
[www.goldsmithssu.org](http://www.goldsmithssu.org)  
Charity Number 1151581

Hello,

Thank you for taking an interest in working at Goldsmiths Students' Union. Our organisation is a charity committed to making the lives of our members better. We're creative, innovative and fun. We don't accept the status quo and we're ambitious in wanting to facilitate nearly 11,000 students at Goldsmiths to change the world.

Goldsmiths students are inspiring, and we want an organisation that helps them whatever they want to do. We campaign, run services, deliver activities and help students through the good times and the tough times.

This is a new role at an exciting time for you to join our senior management team, leading our work on student-facing and member-led functions. You will be key in ensuring that our we have the right planning, teams and functions to deliver more opportunities for students to build communities, make friends and shape their learning experience.

You will be key in ensuring that we have a culture and approach which is enabling in everything we do. You will work with our elected officers to shape our strategic and operational planning, managing and leading staff so we're ambitious, flexible and deliver what we promise.

To be successful in the role we'll need you to think strategically, coach others to solve day to day problems and work with people across a range of roles to ensure we are better able to deliver our Plan.

Our staff tell us this is a great place to work, with lots of trust, varied projects and levels of responsibility they haven't had elsewhere. We will support you with your professional development, which could be something like time off for volunteering or pursuing a qualification related to leadership and management. We're committed to equality of opportunity for all and are proactive in our approach to remove barriers.

We're proud of the sort of the place we are, and we hope you join us as we make student life better at Goldsmiths.

Yours,



JT  
President



Dave Lewis  
Chief Executive

## **Application stages and dates**

Application deadline                    12noon, 22 April 2019

Interview date                            29 April 2019

Application forms can be downloaded from [www.goldsmithssu.org/yourunion/workforus](http://www.goldsmithssu.org/yourunion/workforus). Please return your completed application to our team at [recruitment@goldsmithssu.org](mailto:recruitment@goldsmithssu.org). Only application forms can be accepted, please do not send covering letters or CVs.

## **Planning your application**

Ensure you read the information in this pack carefully before completing your application. The sections titled 'About the role' and 'Job Description' detail the main duties of the role and the 'Person Specification' describes the skills, experience, qualifications and personal attributes we are looking for in the successful candidate.

We are interested in seeing your skills, experience, and knowledge and want to get an understanding of the work you've previously undertaken

## **Interviews**

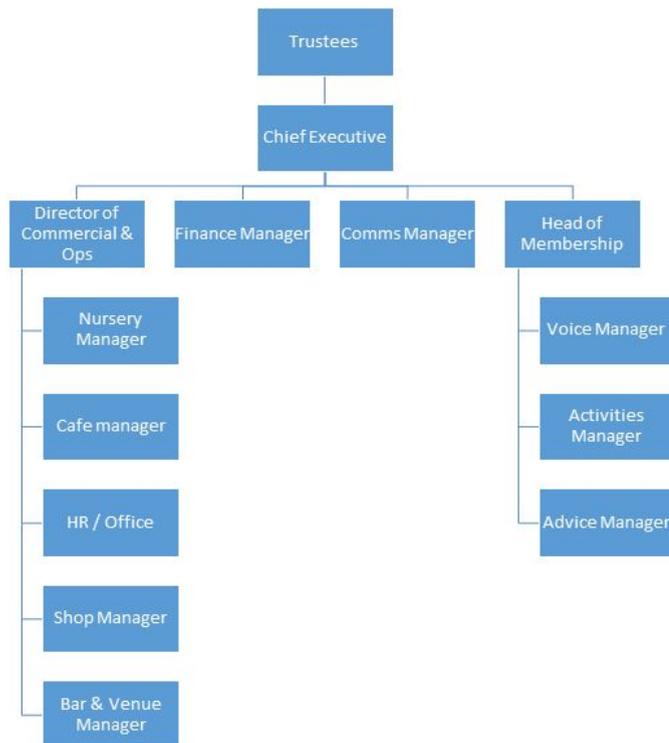
It is worth noting that:

- Shortlisted candidates may be asked to complete an unseen in-tray exercise or prepare a short presentation
- Panel members keep a record of their assessment of each candidate so the reasons for their decisions are clear, consistent and justifiable. You should therefore expect the Panel to be taking notes.
- You will have the opportunity to ask questions about Goldsmiths Students' Union, the role and potential working conditions.

## **Structure**

Our Plan 2022 can be read at [www.goldsmithssu.org/plan](http://www.goldsmithssu.org/plan).

This is a new role bringing together teams. The management structure in March 2019 is



Within the Membership team, there are three distinct teams.

	Development & Communities	Student Voice	Advice
Purpose of Team	Provide framework to help students network, make friends and have fun	Amplify the voice of students to ensure meaningful and effective representation	Support students to be treated fairly and make informed choices about their academic future
Roles	<ul style="list-style-type: none"> <li>• Development &amp; Communities Manager</li> <li>• Societies Coordinator</li> <li>• Sports Coordinator</li> <li>• Academic Communities Coordinator</li> <li>• Liberation Coordinator</li> <li>• Student Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Student Voice Manager</li> <li>• Democracy Coordinator</li> <li>• Academic Representation Coordinator</li> <li>• Policy Coordinator</li> <li>• Against Sexual Violence Project Coordinator</li> <li>• BME Student Project Coordinator</li> <li>• Student Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Advice Manager</li> <li>• Advisers</li> </ul>

### Further questions

If you want to chat about the role informally or have additional questions, please email Dave, Chief Executive, at [dave@goldsmithssu.org](mailto:dave@goldsmithssu.org) and you can arrange a chat over the phone or he can provide additional information via email.

# Job Description

Role:	Head of Membership
Responsible For:	Membership Team
Responsible To	Chief Executive
Salary:	£42,350
Hours:	37.5 hours per week
Contract:	Permanent
Annual Leave:	28 days plus bank holidays plus closure days
Location:	Goldsmiths' College, New Cross, London

Last Updated February 2019

1. To lead the delivery of Membership Services
2. To provide expert leadership on strategy development and implementation with the Team in line with the mission, aims and values.
3. Direct line management of the Activities, Voice and Advice Managers

## Senior Management

- Work with the Chief Executive and managers as part of the SU's senior management team
- Support the Chief Executive and SMT in strategic leadership across the Students' Union.
- To contribute to the development and review of the Union's strategic and operational plans.
- Primary advisory and operational support for the Sabbatical Officers in relation to membership
- Provide leadership in strategy development
- Leading on the implementation of processes within Membership Services that deliver the Mission, Vision and Values of the Strategic Plans
- Leads on the processes through which all teams in the organisation get feedback from students, and other stakeholders including the institutions
- Overall responsibility for producing an Annual Impact Report
- Overall responsibility for strategic planning and budgets relating to Membership
- Responsibility for systems for performance management of the Union's strategic aims and enablers within Directorate: dashboards; 121s
- Lead the identification and development of evidence based new projects and ideas across the Union to drive improved quality, performance or impact
- Responsibility for commissioning, instructing and interpreting research to develop new opportunities across the Union

## Service Delivery

- Lead the membership directorate to meet the constantly changing needs of students, with a focus on increasing membership involvement, impact and levels of satisfaction
- Overall responsibility for budget management and development within Membership Services

- Overall responsibility for the integrity and quality of democratic functions including all elections, policy votes and democratic meetings
- Ensure that the Memorandum and Articles of Association, byelaws and policies of The Union are adhered to by all staff in Membership Services
- Overall responsibility for the SU's provision of welfare, advice and advocacy
- Overall responsibility for the legal compliance and governance issues relating to Membership and our democratic structures
- Responsible for building relationships, liaising and negotiating with Union staff, College staff, and other relevant external parties on issues relating to the directorate and the wider union

### **Finance/Resource Management**

- To prepare and oversee budgets and financial plans for all departments that are the responsibility of the Head of Membership, and ensure services operate effectively within budget and to initiate and explore ways of improving efficiency and effectiveness and promote improvements in value for money.
- To have project management responsibility for key budgets and be responsible for ensuring departmental staff are monitoring expenditure on their budgets.

### **People and Management**

- Line manage Membership staff, in line with the policies and procedures of the Union
- Lead the Membership Team by setting challenging targets and managing outcomes in line with the strategic/operational plans of the Union
- Invest in staff, and deliver our aims, by overseeing the induction, training and development of Union staff
- Lead on involving Union staff at all levels in the development and delivery of the Union's policies, procedures, and culture

### **Networking and diplomacy**

- To advise and influence at senior levels within Goldsmiths.
- To meet and network with appropriate other people and organisations including, other Unions, NUS, charity sector and in the wider community and represent and promote own work area/activity on internal and external platforms.
- To exert diplomacy, tact, patience, negotiation and analytical skills when dealing with a broad range of students with complex issues.

### **Supporting Student Officers and Elected Representatives**

- Foster a culture to encourage and facilitate involvement and feedback from student officers, sabbatical officers to plans and guides.
- To mentor, support, advise and guide Student Officers and representational structures within the Union, ensuring induction, training, support and development of individuals is tailored to specific needs on a day to day basis.
- Ensure that Officers are supported to represent the membership in dealings with College Committees, College staff and external people and bodies

### **GENERAL DUTIES**

**In addition, all staff have the following general duties laid out in their job descriptions:**

- To deliver and develop targets outlined in the Union’s strategic plan.
- To contribute and assist in the Union’s planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- To undertake your own typing, filing, photocopying etc.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers and welcome festivals and any other key event, including elections, if necessary.
- Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
- Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff

Any other tasks that would be deemed suitable within this role as directed by line manager

## Job Specification

CRITERIA	Application	Interview
<b>EXPERIENCE</b>		
At least three years relevant experience	✓	✓
Proven success managing in an environment with significant levels of staff and income	✓	✓
Proven success of managing through managers	✓	✓
Significant experience leading the development and delivery of strategy	✓	✓
Experience of working with a wide range of contacts and stakeholders	✓	✓
Creating a culture leading to volunteers or volunteer boards succeeding	✓	✓

<b>ATTRIBUTES AND SKILLS</b>		
High level knowledge of key strategic themes in higher education	✓	✓
Working knowledge of finance processes and administrative processes for similar sized organisations	✓	✓
Knowledge of key themes in people management	✓	✓
Enthusiasm for strategic problem solving	✓	✓
The ability to convince and persuade	✓	✓
<b>VALUES AND ETHICS</b>		
An effective leadership style with examples of successful approaches to coaching	✓	✓
Desire to work within a democratic, student-led environment	✓	✓
Understanding and commitment to equal opportunities	✓	✓