

Job Title: **Student Voice Manager**

Reports to: **Head of Student Experience & Marketing**

Responsible for: **Student Voice**

Hours: **29.6 hours a week (0.8FTE),**

Flexible working arrangements available, with a focus towards term time.

There will be an expectation of longer hours and occasional evening/weekend working during term time (especially during September/October/May).

Salary: **Grade 8: starting salary £28,778**
Pro rata (0.8FTE): £23,022

Campus base: Based predominantly at **Students' Union Building, Chichester**, and required to work at any centre where University business is conducted that is within reasonable distance of the campus base.

Function of the Post:

The post-holder will facilitate and lead the development of our academic representation function, oversee and coordinate student led democratic processes and support student led campaigns.

Through championing the student voice the post holder will help empower the student body, help nurture future leaders and help all students have the best possible time whilst at the University.

The post-holder will be expected to maintain high standards throughout their employment, adhering to GDPR, Health & Safety, Safeguarding & Freedom of Speech policies and procedures and other relevant requirements. The post-holder will take an active role in the Students' Union and its activities.

1. Key Responsibilities:

- 1.1 Take an operational lead for the Academic Representative function. Overseeing and developing procedures and maintaining databases ensuring that all records accurate.

- 1.2 Support the Students' Union Vice President to deliver the academic course rep and head rep programme, raising the profile of the student voice to students and staff.
- 1.3 Maintain and develop a strong working knowledge of the Union and University policies and procedures.
- 1.4 To manage and administrate all Students' Union elections.
- 1.5 To coordinate and help deliver training to all elected officers and committees.

2. Health & Safety, Safeguarding & Freedom of Speech:

- 2.1 Implement and develop good practice across the function in Health & Safety, Safeguarding and Freedom of Speech, ensuring all legislative requirements are met and adhered to.
- 2.2 To organise and maintain key documentation including, but not limited to training records, risk assessments, Data Protection (GDPR), duty of care and regular equipment checks/ maintenance as appropriate.
- 2.3 Where necessary, vet external speakers in line with the SU External Speakers Processes.
- 2.4 Be aware of/consider potential alcohol licensing implications for activities and liaise with the relevant teams/departments where necessary.

3. Finance:

- 3.1 Ensure that all spending is effective, and that the best value is sought in all necessary expenditure, and in line with relevant budgetary constraints.
- 3.2 Monitor all financial activity in the relevant areas ensuring that all spending is in line with budgetary and funding restrictions and reporting to the General Manager any potential or actual variances in a timely manner.
- 3.3 Ensure that the Finance receives all necessary invoices and other paperwork, and that it is accurate and on time.

4. Occasional/Other Duties

- 4.1 Travel to, and participate in, appropriate meetings, networking and training events, and conferences, (which may require one or more nights' stay away from home) as and when required by the Union.

- 4.2 Oversee student disciplinarys, appeals and act as investigator when necessary.
- 4.3 Offer signposting guidance to students seeking support in welfare, academic or disciplinary matters.
- 4.4 Contribute to the positive image of the Union with students, the University and the local community, and always abide by the Union policies and procedures.
- 4.5 Undertake other tasks and responsibilities, compatible with the level and nature of the post, as may be reasonably required, from time to time.
- 4.6 Take an active role in key Union/University events, including but not limited to, Arrivals, Welcome Week (inc Freshers Fairs), Open Days, SU Awards & Summer Ball.

Additional Information:

Students' Union staff and Officers are expected to promote the mission and values of the Union through all interactions with internal and external stakeholders, ensuring productive working relationships. We are friendly, enthusiastic, democratic, supportive, approachable and open-minded. Our mission is to help ALL students have the BEST time they can whilst at the University of Chichester.

The Union believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued, and respected. The Union is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation.

The Union is fully committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional and local environmental issues. The Union will continuously seek to improve its environmental performance and will comply, as a minimum, with all relevant environmental legislation, regulations and codes of practice.

Principal Attributes and Person Specification:

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post-holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post-holder to possess and will be considered when more than one applicant meets the essential requirements.

	Essential	Desirable
Knowledge and Qualification	Degree / Experience working in Higher Education.	Understanding of challenges Higher Education sector. Understanding of Students' Union organisations.

Skills	<p>Ability to create and maintain strong working relationships with a wide range of people, including students and University personnel;</p> <p>Excellent communication skills (both written and verbal) with the ability to communicate clearly to a variety of customers including staff, students and visitors</p> <p>Good IT skills including Microsoft Office</p> <p>Able to work on own initiative and as part of a team.</p> <p>Able to effectively review and make suggestions for improvements</p> <p>Highly organised with a good attention to detail and excellent organisational skills.</p>	
Experience	<p>Experience of designing, delivering and evaluating effective campaigns/projects that have delivered on objectives.</p> <p>Experience working in a student-focused, customer service, or education environment</p> <p>Experience in delivering presentations and/or training</p> <p>Experience of organising projects in collaboration with key stakeholders</p> <p>Experience handling confidential information sensitively and professionally</p>	Experience of representation structures and processes.
Personal attributes	Able and willing to learn new skills, multitask and be achievement-oriented	

	<p>Enjoy working in a fast paced environment working to deadlines and under pressure</p> <p>Able to work as part of a team, engendering co-operation and collaborative working.</p> <p>Ability to work within a democratic structure alongside students and elected officers as well as permanent staff and managers.</p> <p>Positive attitude toward improving processes and creating a supportive environment for student leaders.</p>	
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Updated Aug 2025