

Job Title:	Student Voice and Insight Manager
Place of Work:	Student Centre - University of York Students Union
Hours of Work:	35 Hours per week (full time, permanent)
Salary Scale Point:	£34,071-£38,528

Role overview

As our Student Voice and Insight Manager your role is focused on strengthening student voice and supporting and empowering students to create change. You'll oversee the management, delivery and development of York SU's Student Voice work, leading representation, democracy and research. Your work will support our ambition to ensure that every student at the University of York has an exceptional experience in their academic and wider student life and is supported to shape both their Students' Union and their academic experience.

You'll bring sharp political instincts and an ability to analyse and understand the impact of external developments on students and the SU, providing briefings, advice and support to student leaders and colleagues. You'll build on and develop innovative partnerships that help York SU practice and promote co-production with students to address barriers to participation and enhance education at York. Working closely with Digital and Communications colleagues, you will manage the development and delivery of a research programme that enables the organisation to fully understand our student members, harnessing insights and embedding evidence-based insight into stakeholder engagement and campaigns to improve outcomes for students.

Key Responsibilities

Strategic Development

- To support the Senior Management Team on the development, implementation, monitoring and evaluation of the strategic plan.
- To develop, deliver and review the Student Voice departmental plan, ensuring it contributes appropriately to the organisational strategy, identifying key development areas, areas of risk and establishing departmental KPIs.
- To build partnerships and relationships to help York SU practice and promote co-production with students, strengthen student voice in decision making and ensure the delivery of evidence-based campaigns to empower students, represent their views and deliver change that enhances student life.

People

- To provide supportive line management to the Student Voice Team recruiting, training, inducting and supporting the personal development of staff; ensuring clear expectations and high performance to meet the needs of students and a culture of learning and development.
- To support Sabbatical Officers and student leaders to be effective representatives; supporting induction and training, meaningfully involving them in the Team's work and ensuring they are equipped to carry out their roles effectively and supported to continuously develop during their terms of office. This includes advising on messaging, communications, and engagement strategies that connect their priorities with the wider student body
- To contribute as a member of York SU's Operational Management group, promoting an inclusive and collaborative work environment and working with other departments to advance the SU's goals and to encourage and promote partnership working to help achieve objectives.

Student Representation and Democracy

- To oversee and develop York SU's student voice work and widen the academic representation programme, ensuring this reflects best practice and that regular evaluation of engagement and delivery is undertaken to support continuous improvement.
- To ensure that student representatives at all levels are equipped to succeed in their roles and supported with the right information and insight to contribute effectively to SU and University committees and decision making forums.
- To develop and promote the Union's democratic, policy-making, student-led governance and accountability functions, ensuring support for and development of these functions as well as awareness of and student engagement with these.
- To oversee the Unions election processes, delivering engaging, accessible and fair representative elections.
- To support and engage officers, student representatives and student groups in the delivery of well researched, evidence-based and impactful campaigns.
- To advise on good practice and deliver activity relating to barriers to participation, ensuring the voices of under-represented groups are heard and their needs met.

Policy and Research

- To horizon scan and act as a source of policy expertise and political insight for colleagues across the organisation, proactively briefing on the external environment, key political events and policy developments and considering the implications for students and the SU.
- To work closely with Communication colleagues and elected Officers to shape, advise on, and deliver impactful political communications that effectively represent students' voices and priorities.
- To oversee and undertake research and coordinate the use and interpretation of research, data and social policy insight to produce briefings and written reports to influence positive change for students.
- To coordinate and produce responses to stakeholder consultations, coordinating evidence and submissions as required.
- To support officers to connect with, make well-informed comment on and influence the University's policy and practice and that of relevant stakeholders and decision-makers, locally and nationally.
- To prepare reports as required, including operational performance information, briefings and submissions to colleagues, Union and University Committees and governing bodies.

Financial Management

- To manage the departmental budget and use all resources effectively and efficiently, taking account of York SU's financial procedures and ensuring appropriate monitoring and controls are in place.

- To prepare funding bids in liaison with the SMT and to undertake impact evaluation and reporting in relation to funding secured.

General Notes

- The principal roles and responsibilities of this post will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate by the Union.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to the Union and their job.
- Staff must carry out their duties with full regard to the rules, procedures and conditions of service contained in the Staff Handbook, constitution and employee policies.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome events and Welcome Fair, Student Balls, Graduation and any other key events, including elections.
- All staff are expected to champion an organisational culture which is inclusive and both values and celebrates diversity, and where students feel empowered to shape their Union.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- Staff must uphold York SU's environmental and sustainability aims, ensuring good practice is met.
- Everyone must work within, promote and uphold the student-led and democratic ethos of the Students' Union.

Student Voice and Insight Manager
Person Specification

Requirements	Essential	Desirable
QUALIFICATIONS		
Education to degree or equivalent level of experience/qualification	X	
Evidence of relevant continuing professional development	X	
EXPERIENCE		
Significant working knowledge in one or more of the following areas: developing academic representation, developing policy, developing democratic processes, developing and delivering influencing and change campaigns, research.	X	
Experience of leading a team with significant budgetary and staff responsibilities	X	
Experience of developing stakeholder collaborations to deliver objectives	X	
Experience of recruiting and training volunteers		X
Experience of communicating with a diverse range of people, both individuals and groups	X	
Experience of utilising and producing research to generate insight and change. Able to commission, manage, design, deliver and interpret social policy research	X	
Experience of supporting others to develop and lead projects and campaigns to bring about change and have a measurable impact	X	
Experience of leading and delivering projects to a high standard	X	
Experience of monitoring performance against objectives or KPIs	X	
Experience of team development and leading staff to generate change	X	
Demonstrable experience of engaging decision makers with policy recommendations, including report writing	X	
SKILLS		
Demonstrable ability to think creatively to develop new ideas, partnerships and opportunities	X	
Excellent communication and presentation skills with the ability to communicate complex information persuasively to a range of audiences	X	
Analytical and critical thinking skills; able to assimilate complex information and use data to inform decision making	X	
Able to work as part of a team as well as under own initiative	X	
IT competent with a good level of digital literacy – able to use web based applications to support effective service delivery and customer/member engagement		X
Demonstrable ability to support co-production of solutions with a range of volunteer and staff stakeholders and external partners	X	
Able to empower and motivate others	X	

Ability to translate complex evidence, data and lived experience into clear, persuasive policy messages.	X	
KNOWLEDGE & PERSONAL ATTRIBUTES		
A commitment to the values and principles of student representation and democracy	X	
Knowledge of issues affecting students & Higher Education, particularly in relation to academic enhancement and barriers to participation		X
Knowledge of key aspects of relevant legislation		X
Knowledge of the role of Students' Union, democratic processes and elected officers		X
Flexible and adaptable, with an ability to manage themselves in a way which meets organisational and personal needs	X	
A commitment to inclusivity, equality and diversity	X	
A commitment to working in partnership with students, student leaders and the University.	X	