



**Liverpool
Guild of
Students**

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Liverpool Guild of Students
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We're Hiring

Student Voice Coordinator August 2026

“

Thank you for your interest in joining us here at Liverpool Guild of Students.

As a students' union, we are committed to offering excellent opportunities, services and facilities for all 32,000 students at the University of Liverpool. We make sure that our members have the best experience, become equipped to change the world and are proud of their Guild, aiming to be one of the leading Students' Unions in the UK.

We are very proud of our achievements over the last few years and how our staff team and members came together to adapt carry on the Guilds work. We are excited to welcome new and talented people to help us meet our development goals. This is a fantastic opportunity to work in a vibrant and ever-changing environment, alongside a team of amazing people who are truly dedicated to improving the student experience. Enjoy reading more about us in this pack, and I wish you the best of luck with your application.

”

A portrait of Tricia O'Neill, a woman with grey hair tied back, wearing a striped shirt and a green lanyard. The background is a blurred outdoor scene with brick buildings and greenery.

Tricia O'Neill

Guild CEO

About us

We're Liverpool Guild of Students, the award-winning Students' Union for the University of Liverpool. Our job is to create a home for each of the 32,000 students during their time here, ensuring each student gets the most out of student life beyond their degree.

We like to think of ourselves as home for opportunities - whether that be through joining one of our 200+ societies, taking part in volunteering, coming to a pub quiz or tucking into one of our ever-famous burritos. Each student becomes a member of the Guild as soon as they join the University, and being part of our staff team means looking forward to seeing what opportunities students embark on and achieve every year.

Our strategy

What is the Guild For? (Our Mission)

We will offer excellent opportunities, services and facilities which improve, enrich and develop the lives of all students at the University of Liverpool, from application to graduation.

Where are we going? (Our Vision)

We will ensure that our members have the best experience, be equipped to change the world and be proud of their Guild. We will be one of the leading Students' Unions in the UK.

To do this, we promise to:

- Support our members
- Invest in our spaces
- Ensure all members benefit from the Guild
- Put members at the heart of decision making

To help us keep our promises and continue to deliver a great experience for our members, we invest in the following four key areas:

- People
- Equality, Diversity and Inclusion
- Communications
- Digital and IT

How we're run

We're run by students, for students, and with students.

This is at the heart of everything we do, and our democracy structure is designed to give every student the chance to have their say and shape their university experience.

We're the key link to the University, representing the voice of 32,000 students and helping to improve the quality of their education. If something needs to change, we'll help them to make it happen.

Funding

We receive most of our funding from the University of Liverpool. We get this each year in the form of a block grant. We also raise funds through trading (bars, the shop and Union Brew) and a small amount from donations and other grants. As a charity, we do not generate profits to pay to shareholders - every penny that is made is reinvested back into the organisation.

Trustee Board

Our Board of Trustees is made up of 4 full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive.

Staff Structure

We currently employ circa 75 salaried staff to provide services for our members, as well as approximately 120+ student staff. The Senior Leadership consists of three Department Directors and the Chief Executive.

Our elected leaders

Every year, students are given the chance to vote for, and stand to be one of, the four Student Officers who run our organisation. They lead the political and campaigning direction of the Guild and help ensure that our priorities are aligned to students' needs.

Our Student Officers 2026-2027 are:



Soloman Badruddin
Guild President



Will Jones



Finn Deane



Lauren Goadby



Representative & Involving:

Our members lead us and are involved in shaping their own experience at every level.

Fun & Friendly:

Everyone is welcomed here and we create a home away from home for all our members.

Sustainable:

We've been here for over 100 years. We'll be here for hundreds more by being ethically, environmentally and financially sustainable

Professional & Responsible:

We are inclusive, informative, respectful, human and inspiring.

Innovative & Agile:

We are responsive to new ideas.

Ambitious:

Everything we provide is the high quality our members deserve.



Working With us

Where we work

Our building sits right in the heart of campus, at 160 Mount Pleasant. If coming to work with us would mean relocating, you can find out more about Liverpool by visiting www.visitliverpool.com but take it from us, it's an amazing city to live and work in.

Diversity and inclusion

We're committed to ensuring our workforce reflects the diversity of the world and community we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disabilities.

Benefit

If working here wasn't good enough in itself, we also offer a wide selection of benefits.

Holidays

We offer 30 days annual leave, plus bank holidays. In addition to this, we also offer six discretionary days, four days at Christmas and two days at Easter. We also provide the option to buy additional annual leave of up to ten days per annual leave year.

Discounts, Discounts, Discounts

You can join the University Perks at Work discount scheme, which offers exclusive deals and discounts at your high street favourites, restaurants, cinemas, holidays and many more. You can also purchase a Totum Card and download the Totum App for further discounts and offers, and enjoy keeping fit for less with a discounted membership at the University gym.

Events & Socials

From our annual Christmas party to free Mountford Hall gig tickets and socials organised by your Staff Representatives throughout the year, there's opportunities to mix with colleagues outside of the working day.

Learning and Development

If you're keen to further your skills, knowledge and experience, we provide a range of ways you can boost your personal development. There's money in the pot to invest in you.

Volunteering

Make the most of the opportunity to give something back with five paid days for volunteering leave.

Flexible Working

You can request to work more flexible hours to suit your lifestyle.

Car Parking

If you travel to work by car, you can make use of the various car parks in close proximity to our building which can be accessed at the swipe of your University staff card.

Employee Assistance Programme (EAP)

Access the EAP and get extra support as and when you need it. Ran in conjunction with the University of Liverpool, the EAP offers confidential counselling and information to support staff with personal or work-related issues which may be affecting your health, wellbeing or performance.

Occupational Sick Pay

Employees with over six months service are eligible for occupational sick pay, in line with our attendance procedure.

Salary Sacrifice Scheme

Trade in part of your salary for a non-cash benefit via the Childcare Voucher or Cycle to Work scheme – giving a little bit can go a long way.

Pension Scheme

You can put it away for a rainy day by entering our pension scheme.

83% of our employees would wholeheartedly recommend the Guild as a great place to work.



"I started my Guild Journey in 2015 as a Bars Supervisor, I instantly loved it and it felt like home the staff in the organisation were so friendly and even though many people have come in gone in my time the morale still stands high always. The Guild is so supportive in so many ways but in my time here I have developed from a Bars Supervisor to now running Union Brew one of the most successful coffee shops on Campus!"

Your ideas are always welcomed and your always appreciated for everything you do. We also have a lovely staff kitchen were tea and coffee and city views are provided!

Megan Byrne, Union Brew Store Manager Employed since September 2015.



Since starting my journey as a Student Staff member, the Guild has offered opportunities to develop my skills and grow professionally. I have benefited from a range of training not only role specific but also in wider transferable skills.

Always striking a great work-life balance, the Guild is a supportive and friendly environment to work in – in which no two days are the same.

But at the heart of the organisation is the dynamic staff team; ready to push your skill set, challenge your thinking or just have a chat about in the staff kitchen.

plus, the free tea and coffee helps!

Alex Jones, Marketing Manager Employed since Nov 2016.

Equality Diversity & Inclusion

Liverpool Guild Equality, Diversity and Inclusion Plan

We will ensure all of our students and staff feel they belong and find their place in our diverse and inclusive community.

Ensuring our staff and members all feel equally supported, welcomed and included and that the Guild proactively seeks to remove barriers to participation across all of its activities and areas of work and that our staff team more closely reflects our community.

Goals

Our vision for EDI Excellence will be achieved by delivering the following goals:

1. Developing our team and making sure all of our Ethnically Diverse staff feel supported.
2. Consistent good EDI practice across all areas of the Guild
3. Increasing diversity in our staff teams
4. Broadening the student offer

More details about how we plan to deliver each of these goals can be found on our website <https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Guaranteed Interview Scheme

The Guaranteed Interview Scheme for Ethnically Diverse Candidates at Liverpool Guild of Students is committed to the principles of equality of opportunity. We annually review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from ethnically diverse candidates and have introduced a guaranteed interview scheme. We recognise that applicants from ethnically diverse backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organisation. If you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from an ethnically diverse background, you'll be guaranteed an interview. If you are an ethnically diverse applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the Equality and Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme only guarantees an interview for ethnically diverse applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



More details about our Equality, Diversity and Inclusion Excellence Plan including how we plan to deliver and Key Performance Indicator's for this project can be found on our website:

<https://www.liverpoolguild.org/about/mission-vision-values/equality-diversity-and-inclusion-excellence-plan>

Job Description Student Voice Coordinator

Job Title: Student Voice Coordinator

Responsible To: Student Voice Manager

Responsible For: No direct reports

Salary:

Summary of Post

Liverpool Guild is a lobbying organisation that brings people together and works with them to bring about positive change.

To support and promote the student voice within a faculty at the University of Liverpool. To coordinate the course representative system, and provide guidance in matters relating to education and quality. To manage specific projects as allocated during the year.

Specific Duties

Democracy, Representation and Quality Assurance

The post holder shall:

- Be an integral member of the institutional quality assurance and enhancement process structures of the University, working with key staff identifying how the student voice can best contribute to affecting change, promoting best practice across the sector and other faculties.
- Oversee the recruitment, support and development of Student Representatives at the University of Liverpool, with responsibility for one specific faculty.
- Attend Staff-Student Liaison Committees (SSLCs) on behalf of Liverpool Guild of Students as required, providing updates and answering questions from student representatives.
- Attend faculty level committees on behalf of Liverpool Guild of Students, carrying out research beforehand and briefing student representatives
- Work closely with the Associate Pro Vice Chancellor within the given faculty, working on key projects in the faculty and university linked to academic support and enhancement. To do this you will undertake research and facilitate student consultation, authoring and presenting reports to inform recommendations and changes to policy.
- Enable School Reps to attend and participate in relevant School and Faculty committee by and delivering briefings to reps on committee papers prior to meetings as well as informing reps of relevant University and sector policy.

- Support and facilitate student consultation to support University quality assurance processes such as Internal Periodic Reviews, Curriculum Reviews, Annual Subject Reviews and other quality assurance/enhancement mechanism.
- Author the annual student voice report that summarises key issues, identifies problems, proposes solutions and highlights best practice across the University and the sector in matters of learning and teaching and student experience. The report will be shared with University stakeholders and relevant committees.
- Develop relationships and work closely with senior University staff and academics, to implement informed change in response to student feedback.
- Maintain an up-to-date knowledge of the Higher Education and charity sectors, as well as University and local decision-making bodies including key research documents.
- Provide briefings to Officers attending central university committees, prioritising the issues needing to be raised and developing policy
- Provide Student Representatives with the skills and knowledge to fulfil the requirements of the role and effectively represent their peers, through providing one to one and group support as well as training sessions.
- Develop and deliver the annual training program for all student representatives
- Maintain accurate records of representative's progress and achievement as you'll be responsible for accurate delivery of records to ensure students receive the Liverpool Advantage Award
- Develop and deliver training to University staff across the faculty to support the effective delivery of the Code of Practice on Student Representation, SSLCs and representation structures.
- Promote the work of student representatives within the faculty, increasing the proportion of students aware of, and engaged with, their representative.
- Support student representatives to undertake Enhancement Activity in partnership with departmental staff to investigate a key issues impacting student experience or teaching and learning then present their findings.
- Develop and lead sessions considering best practice across the sector and institution on learning and teaching at conferences.

Analysis and Development

The post holder shall:

- Identify, formulate, analyse, implement and evaluate policy in collaboration with key staff and Officers to lobby the University external agencies to meet Guild recommendations
Liaise with staff and Officers to identify current issues within the Higher Education sector and become familiar with the political context, student feedback, recent developments and implications of issues. Work with officers to develop appropriate actions e.g. committee paper or campaign activity.

- Manage primary and secondary research and promote relevant research conclusions to as wide an audience as possible.
- Create resources to support student representatives including but not limited to online training, workshops, Guild updates, newsletters, webpages, marketing materials, and Canvas modules.

Project Management

The post holder shall:

- Undertake student consultation then author documents as part of University quality assurance processes, making recommendations for the improvement of academic support and enhancement.
- Represent Liverpool Guild of Students and its members on key University-owned projects, participating in committees as equal members to senior University staff.
- Lead on projects with student representatives, focusing on gathering feedback and raising awareness of issues affecting the student experience, in order make recommendations, manage policy, and provide ideas for enhancement.
- Initiate new projects, promoting the organization's mission, vision, values and beliefs and policy to a wide audience on important higher education issues.
- Regularly work collaboratively and consult with other Guild departments on other key projects concerning student engagement.

Health, Safety and Hygiene

The post holder shall:

- Ensure that all staff in the unit work in a safe manner, seeking to minimise hazards to ensure the safety of others, reporting and addressing all safety hazards immediately.
- Ensure that all health and safety, fire and building regulations are maintained in accordance with legislation and Guild procedures.
- Ensure all incidences and accidents are reported as appropriate, including the completion of all necessary paperwork.

Organisational Support

The post-holder shall:

- Comply with Liverpool Guild policies and procedures and operate in accordance with health and safety practices and regulations at all times.
- Attend meetings and training events as required
- Support with the delivery of the Guild's Bystander Intervention training

- Be present at, and assist in the running of Welcome Fairs, Open Days and Graduation.
- Comply with and promote the environmental and sustainability procedures within the Guild
- Have a flexible approach to duties and work and adopt a team work style with all colleagues and activities. This may involve undertaking duties in support of the activities and services of other departments
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested

Notes

Due to the nature of the work, actual working hours may exceed the total and will involve evening and some weekend work. This is considered part of the contract and reflected in the grading for the post.

The job description is current as of August 2026 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and Liverpool Guild of Students in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time. The post holder may, from time to time, be required to be based at and/or work from any University site. This role is not a distance role but some home working may be involved.

Signed

Name

Date

Person Specification

Student Voice Coordinator

Criteria	Essential	Desirable
Experience		
Project development and management	*	
Experience of working with elected officers		*
Motivating and developing volunteers	*	
Experience of working within a membership led or volunteer led-organisation		*
Experience of delivering training		*
Multi-agency collaboration	*	
Knowledge		
Awareness of the principles and current issues in the field of student representation.	*	
Knowledge of the higher education field and issues affecting students, particularly relating to teaching quality.	*	
An understanding of the political process and the role of elected officers		*
Skills		
An innovative approach to problem solving, being able to provide leadership and direction.	*	
Independent and self-reliant, being able to work without close supervision	*	
Comfortable in a team working environment	*	
Able to build to build appropriate relationships with relevant partners.	*	
Ability to prioritise own work and to work effectively under pressure to meet deadlines	*	
Good level of computer skills, including a knowledge of Microsoft Office packages, case recording systems and the internet	*	
Ability to work in a solution focused way	*	
Excellent report writing and verbal communication skills.	*	
Ability to quickly establish and maintain credibility at all levels and engender confidence in clients, colleagues and stakeholders	*	
Ability to manage working time effectively, and prioritise projects appropriately.	*	
Aptitudes		
A commitment to promoting the principles and practice of equal opportunities.	*	
A commitment to working within a student-led, democratic organisation.	*	
A commitment to staff and student development and to promoting a learning culture.	*	
Tactful and diplomatic with an assertive nature.	*	
Flexible and hard-working.	*	
Pro-active work style.	*	
Attention to detail	*	

How to Apply

To apply

Please apply using the apply now button on Staff Savvy. If you have any questions about the application process please email: guildhr@liverpool.ac.uk

For an informal conversation about this opportunity, please contact:

If you would like to discuss any aspect of the role or the Guild further please contact [Tom Rutherford](#)- Advocacy Manager, tomr88@liverpool.ac.uk

Deadline for Applications - 14th September 2026 at 9.00am

Interviews will be held – 30th September 2026

