



**Liverpool
Guild of
Students**

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Liverpool Guild of Students
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We're Hiring

Student Voice Coordinator - June 2024

“

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 28,000 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. This is an exciting time for us as we return to our campus in the Post Covid environment.

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 also in the 4th year of a 5 year strategic plan, and 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 setting with brick buildings.

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 28,000 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 28,000 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 Starbucks) 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 four 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 70 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 2024-2025 are:



Rowan Bradburry
Guild President



Othman Ilbrahim
Vice President



Holly Thompson
Vice President



Jitendra Inturi
Deputy President



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

All Employees 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.



"When I started at the Guild in 2005, my line manager told me "no two days will be the same", this is very accurate! The Guild is a fast-moving organisation which strives to do its best to create opportunities for its staff team.

The Guild has supported me through my professional qualifications, financially, but more importantly endless encouragement. I have grown in many ways; the Guild has helped me carve out a career and find my voice."

Angela Thomas, Deputy Director of Finance. Employed since May 2005.



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, Content 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

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|------------------|---------------------------|
| Job Title: | Student Voice Coordinator |
| Responsible To: | Student Voice Manager |
| Responsible For: | No direct reports |
| Salary: | £24,256 |

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 election, support and development of Student Representatives at the University of Liverpool, with responsibility for one specific faculty.
- Attend faculty level committees on behalf of Liverpool Guild of Students, carrying out research beforehand and briefing course 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.
- Working with the Associate Pro Vice Chancellor for the relevant faculty to recruit Faculty Reps to attend and participate in relevant Faculty committees. You will devise and deliver briefings to reps on distributed documents prior to meetings as well as inform reps of relevant University and sector policy.
- Supporting and facilitating student consultation as well as authoring key documentation to support University quality assurance processes such as Internal Periodic Reviews, Curriculum Reviews, Annual Subject Reviews and other quality assurance/enhancement mechanisms.

- Lead and facilitate student consultation for the purpose of the annual student voice report that summarises discussions, identifies problems, proposes solutions and highlights best practice across the University and the sector in matters of learning and teaching. Author the student voice report for delivery to the University's Senior Leadership Team and ensure actions are being met.
- Develop relationships and work closely with senior University staff and academics, in order to implement informed change.
- 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.
- Lead on informational briefings for Officers attending central university committees, and student representatives for additional committees at School and Faculty level, prioritising the issues needing to be raised and developing policy.
- Provide Student Representatives with the skills and knowledge to effectively represent their peers, through providing one to one and group support as well as training sessions.
- Develop and deliver the annual training programme for all student representatives, maintaining accurate records of representative's progress and achievement as you'll be responsible for accurate delivery of records to ensure students receive the Higher Education Achievement Report protocol.
- Develop and deliver training for Professional Services and Student Experience Academic leads across the faculty, to support the effective delivery of Staff Student Liaison Committees and representation structures.
- You will 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 identify and collect feedback to develop Enhancement Projects jointly with departmental staff and advise on process for implementation.
- 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 volunteers; and lobby external agencies to meet Guild policy requirements.

- 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 and deliver copy for web and paper-based resources including online training, weekly newsletters, marketing materials, amongst others as required, managing Canvas modules with self-created resources for students.

Project Management

The post holder shall:

- Lead on student engagement for a number of University-owned engagement projects as agreed with their line manager when in post. You will play an integral part in quality assurance processes in the University, ensuring student consultation is at the heart of decision making. Student Voice Coordinators oversee and take responsibility for the authoring of key documents in 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 an equal member to senior University staff.
- Lead on projects with reps, focused on gathering feedback and raising awareness of issues affecting the student experience, in order to gather recommendations, manage policy, and ideas for enhancement.
- Initiate new projects, promoting the organisation'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 to the Deputy Director of Operations- Facilities 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
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested
- Be present at, and assist in the running of Welcome Fairs and Open Days
- Comply with and promote the environmental and sustainability procedures within the Guild
- Have a flexible approach to duties and work and, in particular, 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

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 January 2025 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 | | * |
| 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. | * | |

How to Apply

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

For an informal conversation about this opportunity, please contact:

[Chloe Roberts, Student Voice Manager, on 0151 794 6868 or email](#)

Chloe.Roberts2@liverpool.ac.uk

You will need to be available for interview on the date listed below if you are shortlisted.

- Applications close- 4th February 2025- 9am
- Interviews will be held 11th February 2025

