



**Liverpool  
Guild of  
Students**

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Liverpool Guild of Students  
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# We're Hiring

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**Student Voice Manager - April 2025**

“

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.

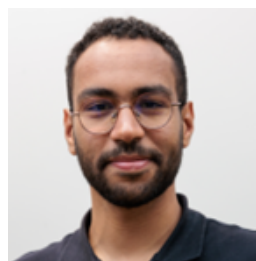
# Our elected leaders

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](http://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 Manager

Job Title:	<b>Student Voice Manager</b>
Responsible To:	<b>Advocacy Manager</b>
Responsible For:	<b>Direct line management of Student Voice Coordinators</b>
Salary:	<b>£29,469 per annum Guild Banding and Grading level 6</b>

### Summary of Post

To manage the Student Voice Coordinators and ensure high-quality support and guidance to students involved in representation structures. To support and promote the student voice within a faculty at the University of Liverpool alongside coordinating the course representative system and providing guidance in matters relating to education and quality. To develop knowledge and awareness of key issues within Higher Education, and to use this to inform and support the work of the Guild.

### Specific Duties

#### Departmental and Staff Management

*The post holder shall:*

- Supervise and have oversight in the management of the Student Voice Coordinators ensuring that high standards of performance are maintained
- Manage the recruitment, training and induction of staff as required, in conjunction with the relevant staff
- Assist staff in their development, undertaking appraisals and regular meetings and reporting to the Advocacy Manager on the performance of staff and delivery of objectives and plans.

#### Planning and Project Development

*The post holder shall:*

- Initiate new projects, promoting the organisation's mission, vision, values and beliefs and policy to a wide audience on important higher education issues.
- Work collaboratively with other departments on other projects, e.g. at meetings.
- Create and deliver copy for web and paper-based resources including online training, newsletters, marketing materials, amongst others as required
- Lead on student engagement for a number of University-owned engagement projects
- Manage staff in the completion of projects and tasks, ensuring that development and learning opportunities are offered.
- Deliver training in planning and communications for staff, officers and volunteers

#### Training and Development

*The post-holder shall:*

- Drive the development and delivery of structured training and involvement for student reps
- Develop and maintain involvement in appropriate national and local development programs and liaison groups

### **Democracy, Representation and Quality Assurance**

*The post holder shall:*

- Manage and implement sound structures to deliver high quality support for students involved in representation structures
- Support the elected officers in developing and implementing the University's Student Rep system including reporting to the University centrally and at a Faculty level.
- Oversee the selection, support and development of Course and Faculty Representatives at the University of Liverpool.
- Oversee the selection of the three Faculty Student Representatives on the Senate at the University of Liverpool.
- 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
- Offer guidance and assistance to the students involved in representation structures, with particular reference to encouraging high standards of engagement and affecting change
- Lead and facilitate student consultation for the purpose of internal and external University quality initiatives
- 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.
- Work with the Membership Services Department to develop and implement the department's plan
- Work with relevant staff on the promotion of Membership Services and its activities
- Build and maintain positive and close working relationships with the University and external partners to raise the profile of the Guild
- Seek to develop membership services functions in line with strategies for increased widening participation
- Promote the opportunities available to members via the membership services department
- Lead projects or initiatives relevant to membership services or general Guild activity

### **Information and Briefings**

*The post holder shall:*

- Offer advice, information and briefings to elected officers who sit on University committees.
- Maintain an up-to-date knowledge of higher education advice matters and best practices and to respond accordingly
- Utilise information gathered within the role to inform and guide Guild campaigns.

### **Financial**

*The post holder shall:*

- Monitor representation accounts, reporting variances to the Advocacy Manager
- Authorise purchases and payments as appropriate, within agreed budgetary constraints

### **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 Facilities Manager as appropriate, including the completion of all necessary paperwork.
- Ensure all student activity is undertaken within a safety framework

## Other

*The post holder shall:*

- Compile reports and manage records as required, including being responsible for the management of relevant Guild databases.
- Attend meetings and training events as required.
- Be present at, and assist in the running of, Welcome Fairs and key Guild events.
- Comply with Guild policies, procedures and constitution at all times.
- Provide support in the operation and facilitation of Guild elections and Guild Summit as required.
- Contribute to the positive and professional image of The Guild and not act in such a manner as to bring The Guild into disrepute.
- Carry out relevant research and consultation, compiling reports and records as required to be delivered internally or externally via University committee structures, for the oversight of senior university staff and quality assurance bodies.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style with departments and activities across the Guild. This may involve undertaking duties in support of the activities and services of other departments.

## Notes

The minimum working week for the post is 35 hours. However, due to the nature of the work, actual working hours may exceed this total and will involve regular evening and weekend work. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 35 a week.

The job description is current at 02<sup>nd</sup> April 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 the Guild 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.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed .....

Name .....

Date .....

# Person Specification

## Student Voice Manager

Criteria	Essential	Desirable
<b>Experience</b>		
Experience of project development and management	*	
Experience of working with elected officers	*	
Experience of working within a membership led or volunteer led organization	*	
Experience of motivating and developing volunteers within a representation structure		*
<b>Knowledge</b>		
Knowledge of the principles and current issues in the field of student representation.	*	
Knowledge of higher education policy	*	
Knowledge of higher education and issues affecting students, particularly relating to teaching quality	*	
An understanding of students' unions and the role of elected officers		*
<b>Skills</b>		
<b>Ability to work as part of a team</b>	*	
Independent and self-reliant, being able to work without close supervision	*	
Excellent interpersonal skills with the ability to build appropriate relationships with people at all levels	*	
Excellent verbal and written communication skills	*	
Ability to manage working time effectively, and prioritise projects appropriately	*	
Good level of computer skills, including a knowledge of Microsoft Office packages, databases and the internet	*	
Innovative approach to problem solving, being able to provide leadership and direction	*	
Ability to understand and work within a budget	*	
<b>Aptitudes</b>		
Flexible and hard-working with a proactive work style	*	
Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner	*	
Constantly striving to offer excellent, quality customer service	*	
A commitment to the principles and practices of equal opportunities	*	
A commitment to working in a democratic, student-led environment	*	
A commitment to student development and to promoting a leaning culture	*	
Tactful and diplomatic with an assertive nature	*	



# 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](mailto:guildjobs@liverpool.ac.uk)

For an informal conversation about this opportunity, please contact:

Tom Rutherford, Advocacy Manager, on 0151 794 6868 or email

[tom.rutherford@liverpool.ac.uk](mailto:tom.rutherford@liverpool.ac.uk)

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

- Applications close- 28th April 2025- 9am
- Interviews will be held 8th May 2025

