

# Job description

<b>Job title:</b> Students' Union Manager	<b>Status:</b> Permanent, Full time, 37.5 hours per week
<b>Team:</b> Student Union	<b>Reports to:</b> Trustee Board of GSM London
<b>Main Location:</b> Greenwich or Greenford Campus, with flexibility to work across all sites	<b>Direct reports:</b> Sabbatical Officers, SU Coordinator and SU Designer
<b>Department:</b> Student Union	<b>Departmental budget holder:</b> Yes

## Position purpose:

To have responsibility for the overall management of the Students' Union ensuring that there is a coherent and shared strategy and vision, and that the Union's staffing, finances and other resources are used in accordance with Union's policies.

## Position accountabilities:

Accountability	Key activities
Strategic Management and Leadership	<ul style="list-style-type: none"> <li>To develop, implement, monitor and regularly review a 2-5-year strategic plan for the Union</li> <li>To ensure that all stakeholders are involved, as appropriate, in the development of the Union's strategic plan</li> <li>To develop, implement, monitor and regularly review an annual operating plan</li> <li>To maintain strategic relationships with partner students' unions</li> <li>To liaise regularly with senior College staff and other key stakeholders, to maintain constructive, strategic relationships</li> <li>To work towards the achievement of appropriate quality standards and awards, such as NUS's Quality Mark for Students' Unions and Investors in Volunteers</li> </ul>
Organisational Effectiveness	<ul style="list-style-type: none"> <li>To ensure that staffing levels are adequate to meet the needs of the Union and its members and to ensure that the management structure is efficient and effective</li> <li>To ensure the development of effective Human Resource practices and policies, aiming at all times to attract, motivate and retain the best possible staff</li> <li>To lead staff in ensuring that the Union communicates and markets effectively to students and others</li> <li>To ensure that the Union responds effectively to the needs of its members and provides a good quality service</li> <li>To co-ordinate communication with staff and to ensure that key stakeholders are aware of the Union's strategic and business goals, its mission, aims and objectives.</li> </ul>
People Management	<ul style="list-style-type: none"> <li>To provide leadership, direction and coaching for the team</li> <li>To co-ordinate the work and monitor the workloads for the team, ensuring that staff levels are adequate and efficient</li> <li>To undertake performance reviews of the team, in line with Union policy</li> <li>To identify individual training needs for the team</li> <li>To assist in the development of the team by encouraging a learning and development culture</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>To take lead responsibility for the Union's finances, providing regular reports to the Trustees and management team of the college.</li> <li>To develop strategic budgets and cash flow forecasts, in conjunction with the SU President</li> <li>To oversee production of an annual income and expenditure budget for the Union</li> </ul>

Accountability	Key activities
	<p>and to report monthly on any significant variance to budgets</p> <ul style="list-style-type: none"> <li>• To oversee production of an annual capital expenditure budget, ensuring that this provides efficient use of the Union's capital and to advise the Trustees on implications on the Union's balance sheet</li> <li>• To ensure that best value for money is obtained throughout the Union and to be accountable for the security of all resources including stock and cash</li> <li>• To develop, implement and review the Union's financial procedures and accounting methodology, in conjunction with the President of the Union</li> <li>• To keep under review which services and functions the Union should retain in-house and which it should consider out-sourcing</li> <li>• To ensure mutually beneficial relationships exist with the Union's suppliers and over the Union's contracts</li> </ul>
Governance	<ul style="list-style-type: none"> <li>• To advise the Trustees of their duties under charity law, in particular in accordance with the 1986 and 1994 Education Acts and 2006 Charity Act, and to advise on all constitutional matters</li> <li>• To coordinate a comprehensive induction programme for the incoming Trustees each year</li> <li>• To advise the Trustees on all matters and source information as requested</li> <li>• To attend meetings of the Trustees, in an advisory capacity, and to attend other Union committees and meetings as appropriate and/or requested by the Trustees</li> </ul>
Democracy and the Student Voice	<ul style="list-style-type: none"> <li>• To ensure that the needs of the members are understood and responded to, using regular surveys and research</li> <li>• To ensure that Sabbatical and Non-Sabbatical Officers can deliver on their priorities and provided with appropriate staff support and resources</li> <li>• To ensure that the Union's elections take place in accordance with the Memorandum and Articles, and that they are fair and democratic</li> <li>• To ensure that elections are effectively promoted and managed, to engage the maximum number of students are candidates and voters</li> <li>• To develop an appropriate Student Rep system</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• To ensure that the Union is compliant with relevant legislation and statutory requirements</li> <li>• To ensure that all Charities Commission, Companies House and other government bodies, requirements are met</li> <li>• To ensure that insurance cover is adequate for all areas of the Union, whilst maintaining value for money; to ensure that any requirements made by the Union's insurers are met</li> <li>• To ensure that all areas of the Union comply with data protection legislation and that relevant staff are aware of data protection requirements</li> </ul>
Other duties	<ul style="list-style-type: none"> <li>• Maintain awareness of other organisations' relevant activities, and of developments in the various relevant sectors.</li> <li>• Attend appropriate training, conferences and meetings as required</li> <li>• Undertake other tasks and responsibilities compatible with the level and nature of the post, as required by the Trustees</li> <li>• Adhere to the SU Constitution, policies and procedures, including the Equality and Diversity Statement and the Health and Safety and Sustainability Policies at all times</li> <li>• Contribute to the positive image of the SU with students, the College, the local community and other relevant organisations</li> </ul>

Accountability	Key activities
Health and Safety	<ul style="list-style-type: none"> <li>• To ensure that the Union's Health and Safety policy and relevant legislation is adhered to at all times, working within the college's health and safety policy</li> <li>• To guide the team in healthy and safe working practices</li> <li>• To provide leadership in health and safety, with the aim of creating a safe and health working environment throughout the union</li> </ul>
GSM London good citizenship	<ul style="list-style-type: none"> <li>• Hold personal accountability to ensure a continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.</li> </ul>

**Key stakeholders:**

Internal:

- President and Chief Executive
- Other Executive members of the College

External:

- Senior managers and trustees of partner students' unions
- NUS staff suppliers
- Representatives of the local community
- The Union's auditors, insurers and bankers

## ***Person Specification***

### **Students' Union Manager**

#### **Knowledge, skill and experience requirements:**

##### Essential:

- Extensive management experience, including at a senior level in a complex organisation
- Proven record of successful financial management, including management of budgets or at least £1 million, interpretation of complex financial information and business planning
- Experience of success strategic management and a track record of leading the formulation and deliver of strategic objectives and policies
- Extensive experience and demonstrable success in the generation and management of organisational change
- Demonstrable record of leading, motivating and managing multi-disciplinary teams to achieve significant improvement and outstanding results
- Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high performing environment
- A comprehensive knowledge of relevant legislation, including health and safety, employment and data protection
- A sound understanding of best practice in people management
- A thorough understanding of best practice in financial management, including financial procedures and auditing
- A thorough understanding of best practice in performance management
- Ability to operate effectively in a democratic environment, with the political skills and acumen to develop productive relationships with the Trustees, commanding trust and confidence
- Skilled and committed user of IT, particularly Microsoft Office, enabling efficiencies and improved services through the use of technology
- Ability to think clearly, creatively, corporately and strategically, gain commitment to a clear vision and mission and deliver results
- Excellent networking, presentation, oral and written skills, with the ability to relate to and communicate effectively with people at all levels
- Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment
- A confident and resourceful manager who can operate in a complex multi-disciplined environment and has credibility because of what they do and how they do it
- Evidence of commitment to Continuing Professional Development
- A leader of equality of opportunity who values diversity and removes barriers to equality
- An excellent role model who promotes high standards of probity, integrity and honesty
- A strong commitment to sound ethical and environmental practices
- A leader and effective manager who is positive, energetic, determined, robust and resilient enough to cope with the demands of the role
- An enthusiastic and effective ambassador who is adaptable, flexible and solution focused and able to take 'tough' decisions when required

##### Desirable:

- Management qualifications (e.g. DMS or MBA)
- Health and Safety management qualification
- Evidence of success in building and enhancing the reputation of an organisation with external bodies
- Experience of managing large and complex contracts, including tendering, to achieve organisational objectives

- Experience of working effectively in a political, democratic or membership-led environment, ideally within the student movement
- A comprehensive understanding of quality management systems such as IIP or TQM
- Awareness of the structures and systems in, and current issues effecting higher education
- A working knowledge of charity law, in particular the 2006 Charity Act and its ramifications for students' unions

**Key behaviours:**

- Customer focus
- Results Orientation
- Attention to detail
- Planning and Organising
- Influencing and Negotiating
- Initiative
- Team Orientation
- Stakeholder management
- Computer literacy
- Financial literacy and numeracy
- Literacy and Numeracy