

Recruitment Pack

Engagement and Opportunities Coordinator (Events)

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

This student-facing role sits within the Engagement and Opportunities department, with other key areas consisting of; Societies, Sports, Activity Programmes (Give it a Go, Global Greenwich, GSUMove, Medway Move) and Front of House. Together, we provide a high-quality service for students across our three campuses, that they can shape, steer and be at the heart of.

Opening: 24/10/2024

Closing: 17/11/2024

Interviews: w/c 25/11/2024

Salary: £28,079-£31,602*

Hours of work: 35 per week

*Successful candidates will start at the bottom of the salary banding

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity, please contact me at c.radcliffe@greenwich.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,

Connor Radcliffe

Engagement & Opportunities Manager - Greenwich



GSU PLAN 2026

**BECOME
YOUR BEST**

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

Candy Shack in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway opening for hire in 2022).



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply send a recent copy of your CV and a covering letter, no greater than two A4 pages, setting out how your experience equips you for the role. If you do not submit a covering letter, you will be prompted to do so.

Step 2: Submit your completed application by the deadline as stated, remember to keep a copy for reference. We prefer to receive applications electronically; however, we will consider handwritten applications in black ink.

Step 3: Please also complete and return the Equal Opportunities Monitoring Form. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

Job Purpose

The Engagement and Opportunities Coordinator (Events) will be responsible for delivering effective co-curricular engagement opportunities across Greenwich Campus. This role will enhance participation, identify and minimize barriers for the diverse student population across the Greenwich community, and connect students within their communities.

Reports to

Campus Engagement & Opportunities Manager - Greenwich

Responsible for

Supervising student staff and volunteers (Student Leaders)

Department

This student-facing role sits within the Engagement and Opportunities department, with other key areas consisting of; Societies, Sports, Activity Programmes (Give it a Go & Global Greenwich) and Front of House. Together, we provide a high-quality service for students across our three campuses, that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

Activity Programmes

- Coordinate key activity programmes at Greenwich campus, delivering high quality co-created opportunities for students to engage with GSU, build community and have fun. Primarily this role will focus on two activity programmes:
 - Give it a Go – Offering low-commitment, low-cost, regular activity on campus
 - Global Greenwich – Supporting International students to build communities and celebrate the diverse cultures on campus
- Work with students, student groups and officers on the co-creation of activity to suit the needs of our diverse population at Greenwich.
- Work alongside student group coordinators to enable societies and sports clubs to stimulate the growth of groups and memberships through low-commitment activity.
- Supervise student staff and student group leaders assisting with the running of activity, ensuring appropriate training and support is provided to maintain high quality opportunities.
- Support with the annual delivery of Welcome in September and January, helping new and returning students engage with their Students' Union through unique events.
- Support the delivery of key events across GSU including Activities Awards, SLTAs and our annual 'Become Your Best Conference' staff conference.
- Effectively communicate opportunities to students, working with Marketing to promote activities and maintain up-to-date information for upcoming events.
- Ensure all activity adheres to relevant health and safety procedures, completing risk assessments, external speaker checks and accident management reports where appropriate.
- Build positive relationships with external providers and internal teams to support the development of high-quality activity.
- Identify and minimise barriers for students to engage to improve wellbeing and reduce loneliness

Duties and Key Responsibilities

Monitoring and Evaluation

- Maintain central databases, ensuring data relating to engagement and satisfaction is collected and analysed.
- Embed feedback and evaluation mechanisms into activities to capture student feedback, satisfaction and insights
- Provide regular reports to the Engagement and Opportunities Manager to inform our service provision in areas relating to student engagement and the international student experience.

Budget and financial management

- Carefully manage allocated budgets for activity programmes, ensuring effective spend and a detailed approach to financial procedures such as invoice processing.
- Together with the Campus Engagement and Opportunities Manager and the Finance team, ensure suitable financial procedures are in place and maintained, providing reports as required.
- Contribute to the budgetary planning and effective spending of groups' budget

General Responsibilities

- Represent and be an ambassador for Greenwich Students' Union
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices
- Support and promote liberation, diversity and equality of opportunity in the workplace
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and Project data
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace

Personal Specification

Experience

- Relevant experience working in the youth, education, student union or other membership organisation
- Proven track record of developing and implementing projects and/or events
- Experience of working as part of a multi-functional team whilst being accountable for own responsibilities
- Experience of working to and embedding operational policies and procedures
- Experience of working with a range of stakeholders and partnership working

Essential Skills and Abilities

- Strong organisational skills, with the ability to prioritise well and meet deadlines and agreed budgets to a consistently high standard
- Ability to troubleshoot difficult situations, and deal with them efficiently and effectively
- Clear communications skills face-to-face and on the phone and email
- Ability to engage and motivate others
- Ability to analyse insights and data with an eye for detail and accuracy
- Ability to produce confident, clear written reports and be able to write succinct documents on complex areas
- IT skills at a level that supports report writing, communication systems and other platforms
- Clear communications skills face-to-face and on the phone and email

Personal Specification

Knowledge

- Awareness of current issues within the higher education sector and barriers to participation, particularly those faced by international students
- Knowledge of best practice surrounding events, and the creativity to develop and deliver events, from conception to outcome.
- Knowledge of key health and safety compliance

Education

- No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is desired. For example: ILM, City & Guilds etc.

Personal Attributes and other requirements

- Able to travel within the Borough and region and to other sites
- Able to work some evenings and weekends and stay overnight where necessary
- Works well in a team with a flexible approach to work
- A commitment to the principles and practices of equality and diversity
- An ability to apply awareness of diversity issues to all areas of work
- Commitment to the values and ethos of GSU