

Recruitment Pack

Engagement and Opportunities Coordinator - Medway

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 Membership Services department at Medway, offering high quality support to our student group leaders, helping them to develop and deliver excellent experiences for their members.

Opening: 18/11/2024

Closing: 17/01/2025

Interviews: W/C 27/01/2025

Salary: £28,921 - £32,550*

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 hannah.dennis@greenwich.ac.uk

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

Best wishes,

Hannah Dennis

Engagement & Partnership Manager - Medway



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 will be responsible for delivering effective co-curricular opportunities, including societies and sports across the Medway Campus. This role will enhance participation and identify and minimize barriers for the diverse student population at Medway (Greenwich, Kent and Christ Church students) to ensure students have high quality and inclusive opportunities to come together and connect within their communities.

Reports to

Campus Engagement & Partnership Manager - Medway

Responsible for

Student Volunteers (Activities Committee, Student Leaders)

Occasional student staff, interns or ambassadors on an ad-hoc basis

Department

This role sits within the wider Membership Services department, together with other key areas consisting of; Activities (GIAG, Global) Sport, Academic Communities, Representation and Democracy. We provide a high-quality service for students that they can shape, steer and be at the heart of.

Duties and Key Responsibilities

Student Groups (Societies, Sports Group)

- Directly support student groups to develop by providing advice, resources, support, and specialist knowledge.
- Manage the processes underpinning the lifecycle of a student group from student group creation and ratification to elections and handover, ensuring central databases are accurately maintained.
- Act as a first point of contact for students interested in setting up or joining student groups.
- Coordinate the organisation and communication of sports fixtures to home and opposition teams in British Universities and Colleges Sport (BUCS) and London Universities Sports Leagues (LUSL) competitions.
- Undertake relevant administrative tasks to provide support to student groups, including processing room bookings, activity proposals, and student group finance requests in line with procedures, and maintaining records.
- Coordinate communication, including drop-in sessions, to ensure society leaders are able to access the knowledge and resources to effectively lead their groups and are following procedures and policies.
- Create and develop support resources and training for student groups in conjunction with other staff, with this role focusing on the needs for student group leaders and encouraging them to diversify and develop their activities.
- Provide support for student group events, activities and trips, ensuring relevant Health & Safety and External Speaker practices and procedures are followed, and providing reports where required.
- Collaborate with activity programmes, including Give it a Go and Global Greenwich to stimulate student group creation and growth through low-commitment activity.
- Work with relevant staff to support recognition and reward programmes for student groups, including annual awards events.
- Work with relevant staff to ensure delivery of the Welcome programme of activity and other New Arrivals activities and events, ensuring that societies are engaging with the programmes of activity as appropriate.
- Support student groups to utilise the Students' Union spaces for events and work together with the Commercial team to ensure the success and quality of these events.

Duties and Key Responsibilities

The postholder will be a key member of the Membership Services Department and will contribute to the department's broader objectives and strategic planning.

The postholder will:

- Possess strong knowledge of membership services and policies related to participation and overcoming barriers to involvement.
- Manage and develop vibrant, student-led communities, with a focus on societies & sport.
- Assist in the annual planning and execution of Welcome activities to ensure new and returning students engage effectively with their union.
- Support societies in showcasing their groups during Welcome events to maximize memberships and student involvement.
- Assist in planning and delivering the annual Awards ceremony at the Medway Campus.
- Provide regular data, insights, and reports on student engagement to the Campus Engagement and Partnership Manager (Medway) to enhance service provision for student groups.
- Work closely with students at multiple campuses, offering opportunities to lead, establish, or participate in union activities through one-off events or societies.
- Implement and maintain robust systems to ensure student safety, including conducting Risk Assessments, overseeing Standard Operating Practices, managing external speaker checks, insurance cover, and other necessary precautions.
- Oversee the management of sports clubs and collaborate with the Avery Hill Campus Manager to enhance sports opportunities at Medway, driving engagement and participation in sports activities.

Duties and Key Responsibilities

Key Areas

- Actively participate as an engaged member of the Membership Department, working collaboratively with peers and contributing to departmental goals.
- Oversee the new student group and sports group ratification process in collaboration with Officers and the Activities Committee.
- Organize various training sessions throughout the year for both student and sports group leaders.
- Provide support to Officers with new group appeals, activity forums, and general guidance for societies and sports clubs.
- Assist with Annual General Meetings and Elections for student and sports groups, ensuring smooth committee handovers and maintaining accurate details in the central database.
- Lead the planning and delivery of the annual Group Leaders Training for all student and sports leaders.
- Develop toolkits and resource documents to support student groups in running their activities effectively.
- Promote the wide range of societies and sports clubs, proactively developing new opportunities to increase student engagement.
- Support student and sports group events, activities, and trips, ensuring adherence to relevant practices and procedures.
- Assist with marketing campaigns to enhance the visibility and promotion of societies, sports clubs, and union activities.
- Maintain accurate records in central databases related to health, safety, and safeguarding for all student and sports activities.

Monitoring and Evaluation

- Collect, analyse, and report on data related to societies, sports groups, and events.
- Embed evaluation mechanisms into activities, using findings to improve services.
- Prepare information, statistics, and trends for Officers to share with the University's committee cycle.
- Monitor and report on targets and metrics related to societies, sports clubs, and events.
- Contribute to annual Membership operational planning with a focus on societies and sports groups.
- Submit nominations for various awards related to student and sports activities.

Duties and Key Responsibilities

Budget and Financial Management

- Contribute to the budget planning of Medway Societies and Sports Clubs, ensuring effective use of budgeted funds.
- Manage delivery within the allocated budget, ensuring proper financial management.
- Work with the Engagement and Partnership Manager (Medway) and GSU Finance team to ensure adherence to financial procedures when managing student and sports group finances.
- Process invoices related to the correct budgets, ensuring accuracy and security in line with financial procedures.

Stakeholder Management

- Collaborate with GSU colleagues, including the Front of House, Advice, and Communications teams, to ensure consistent support for both student and sports groups.
- Promote and celebrate the successes of societies and sports clubs through social media, case studies, and communication channels.
- Identify and develop new partnerships to enable more student-led and sports activities.
- Maintain effective relationships with student group leaders, ensuring efficient communication and consultation.
- Build and manage relationships with key external stakeholders, bodies, and partners to enhance student-led projects and service provision.
- Work with elected Officers and students to shape the student experience, ensuring they are "life ready."
- Support students from diverse demographics, especially those from under-represented groups, in developing their activities and communities.
- Maintain strong working relationships with relevant University staff and departments, external organizations, and partners like Kent Students' Union and Christ Church Students' Union.

Duties and Key Responsibilities

General Responsibilities

- Represent and be an ambassador for GSU.
- Be flexible and take on additional duties as required, in line with the role's remit.
- Engage in continuous professional development to maintain and improve competencies.
- Abide by organizational policies, codes of conduct, and practices.
- Support and promote liberation, diversity, and equality of opportunity in the workplace.
- Maintain confidentiality regarding sensitive information about staff, clients, or projects.
- Contribute to GSU's efforts to create a more sustainable workplace.
- Perform any other duties commensurate with the responsibilities of the role.

Personal Specification

Essential Experience

- Experience working in youth, education, student unions, membership organizations, or directly with students.
- Experience working as part of a multi-functional team.

Essential Skills and Abilities

- Ability to contribute effectively in a high-performing team.
- Skilled at handling challenging situations calmly, efficiently, and effectively.
- Strong ability to write clear, confident reports and simplify complex topics into concise documents.
- Proficient in IT and relevant platforms.
- Excellent time management and organizational skills, consistently meeting deadlines and standards within budget.
- Capable of drafting and delivering clear project plans, communicating them effectively.
- Ability to stay focused and productive despite changing priorities.
- Proven experience in successfully developing and implementing projects.
- Attention to detail and accuracy in writing reports.

Essential Knowledge

- Understanding of health and safety and safeguarding legislation.
- Knowledge of GDPR and risk assessment procedures.

Desirable Experience

- Experience developing and embedding operational policies and procedures.
- Project management and operational management experience.
- Experience working with diverse stakeholders and developing partnerships.

Desirable Knowledge

- Awareness of current issues in the higher education sector and barriers to participation.
- Familiarity with relevant external bodies and organizations (e.g., NUS, Communities of Practice).

Personal Attributes and Other Requirements

- Able to travel to other campuses.
- Willingness to work some evenings and weekends if required.
- Driving license (preferred but not essential).
- Eligible for a DBS check if needed.
- Team player with a flexible approach to work.
- Committed to the principles and practices of equality and diversity.
- Ability to apply awareness of diversity issues across all areas of work.
- Strong alignment with GSU values and ethos.