



Job Description and Person Specification

Student Guild Executive Officer

June 2021

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Vision, Mission and Values

Vision

Our Vision is:

To inspire and equip our members to discover opportunities that they will find enjoyable and empowering

Mission

Our Mission is to

Extending the student experience beyond the classroom

Values

Our Values are:

Be Student-Led

Students are at the heart of all we do

Be Adventurous

We instigate change. We are creative. We challenge self and others.

Be Hospitable

We are always welcoming and supportive.

About this Post

Bloomsbury Institute Student Guild (BISG) is the official and independent representative body for all Bloomsbury Institute students who currently have c. 70 members of staff and 1,000 students, with plans to progressively increase student numbers to c. 2,000.

BISG act as an independent source of advice and guidance to students and as a focal point for full engagement of students in the planning, reviewing and enhancement of all aspects of our academic community.

The Student Guild aims to inspire and empower students, creating valued experiences that extend beyond the classroom. They strive for creativity and adventure, encouraging students to challenge themselves and motivate those students around them. All students have access to the societies and clubs run through the Student Guild.

The Student Guild is led by the Student President, who is elected annually by the entire student body, and managed by the Student Guild Manager.

- Under the supervision of the Student Guild Manager, the Student Guild Executive Officer will be responsible for: Assisting the Student Guild Manager to ensure that the strategic priorities set by the student body are delivered and that the systems of student representation are healthy and thriving.
- Managing and maintaining the different operational procedures and processes alongside the associated workflow that will ensure the smooth running of the Student Guild activities and priorities.

Job Description

Job Title:	Student Guild Executive Officer
Salary:	Grade 1: £21,000 to £31,500
Hours of Work:	37.5 hours per week Monday to Friday 08.00 to 18.00 [Non-contractual flexible working scheme applies] Additional work may be required outside of the normal working hours without additional pay
Working from home:	This postholder is required to work on-site each working day [with some tasks undertaken off-site] However, occasional working from home may be permitted at the line manager's discretion provided it does not exceed one working day in any week; this is subject to the postholder completing a satisfactory risk assessment of their home workstation and working environment
Holidays (Paid):	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays
Pension:	Contributory pension scheme Full details are available from the Student Guild Manager
Main purpose of the role:	To act as Bloomsbury Institute Student Guild's Executive Officer To assist the Student Guild Manager to ensure that the Strategic priorities set by the student body are delivered and that the systems of the student representation is healthy and thriving To Manage and maintain the different operational procedures and processes alongside the associated workflow that will ensure the smooth running of the Student Guild activities and priorities
Reporting to:	Student Guild Manager
Location:	7 Bedford Square, London, WC1B 3RA

Main Tasks

The main of the job are:

- Ensure all tasks are undertaken within the spirit of the Student Guild's vision, mission and values.
- Promote, apply, and ensure compliance with the Equality Act 2010 and the Student Guild's Equality, Diversity and Inclusion Policy, and make a full and positive contribution to the implementation, evolution and enhancement of the Student Guild's Inclusive Social Learning Environment.
- Ensure own understanding of the Student Guild's ethos of engagement, method of delivery, and student support services.
- Understand and implement the Student Guild's Constitution as applicable to the role.
- Manage and maintain the different operational procedures and processes that will ensure Student Guild members enjoy quality services.
- Manage and support designated student teams with the social media platforms
- Manage and support designated student teams with Student Guild Merchandise
- Work with the varied Student Representation to enable them in offering first-class service.
- Manage, co-ordinate and attend student events on and off campus.
- Manage telephone and email enquiries effectively and in a timely manner.
- Work with the Student Guild Manager to manage and deliver a range of on-campus and off campus events targeted towards the Student Guild members and relevant stakeholders, including the annual, Student Guild anniversary celebration, student elections and society/club activities.
- Work with the Student Guild Manager to ensure that the set priorities agreed by the Board of Trustees, Student Council and other student representation are healthy and thriving.
- Work in collaboration with other departments of Bloomsbury Institute and staff as required by the Guild Manager.
- Assist with the development and management of partnerships with other Student Guilds and Student Unions within the UK and overseas.
- Provide written and verbal reports as required.
- Proactively contribute to the Student Guild's strategic and operational planning.
- Deliver a high-quality service for all potential Student Guild members, current Guild members, external visitors and staff.
- Attend Staff Meetings, Staff Development sessions and all other meetings at which attendance is required.

- Ensure all communications with students and colleagues are in line with the Institute's Tone of Voice Guidelines.
- Use all IT systems appropriately and effectively, to include SharePoint and Microsoft Teams.
- Carry out duties and responsibilities at all times with due regard to relevant regulations, policies and procedures, including those relating to health and safety.
- Adhere to the provisions of UK-GDPR, including collecting, processing and sharing any personal or other information relating to students.
- In addition to the above tasks, to undertake any other tasks as directed by the Student Guild Manager (or nominee).

The above is not an exhaustive list of tasks as the role may change to meet the Student Guild's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.

Personal Specification

Essential criteria [i.e. the criteria that an applicant must satisfy]

Qualifications

Level 3 qualification or equivalent.

Experience and attributes

- Experience of utilising the internet and social media to spread and gather information
- Experience in a sales or administrative setting, including data entry, spreadsheets, filing
- Experience of working in teams.
- Experience of customer service, answering telephones and responding to emails.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Excellent writing, communication, and interpersonal skills.
- Ability to engage, influence and work positively with a wide range of people.
- Ability to work independently as well as take direction and work collaboratively with different stakeholders.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to manage change and adapt to a fast-changing environment.
- Knowledge of issues affecting the welfare of students

Personal qualities

- Welcoming and hospitable attitude.
- Ability to own and find solutions to problems.
- Commitment to living the Student Guild's values: Be Student-Led; Be adventurous; Be Hospitable
- Enthusiasm and empathy for the Student Guild's vision and mission.
- Genuine commitment to equal opportunities, widening participation, and the Student Guild's Inclusive Social Learning Environment.
- Good time management, with an ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.

Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]

Qualifications

Undergraduate degree or equivalent.

Experience and attributes

- Experience in a wide range of virtual platforms
- Experience of working in a students' union or similar organisation.