

JOB DESCRIPTION

Job Title: Community Coordinator		Responsible to: Assistant Community Manager
Salary: £25,000		Location: Hatfield
Responsible for:	Student Volunteers	
Liaison with other personnel:	The post holder reports to the Assistant Community Manager of Hertfordshire Students' Union but will work closely with other staff members and elected officers. The post holder will also work with a variety of university staff/departments and the local authority.	
Purpose:	To support the development and maintenance of the Union's student groups and communities, providing administration and operational support, ensuring student-led activities and events are engaging and high quality.	
The Role:	Working closely with students, as a part of the Community Events Team, supporting student volunteers to lead, develop, and enhance engagement of communities on campus. Ensuring volunteers have the skills and knowledge to create a wide range of events, activities, and feedback throughout the year. This role requires the development and maintenance of existing support systems, alongside the drive and creativity for new initiatives and processes, enabling our students to deliver their activities and foster meaningful community cohesion at Herts.	

Vision:

Our vision at Hertfordshire Students' Union is to help students love life at Herts. Our Community Events Team is a core part of our vision, overseeing all non-academic student groups (societies,) our student-led events, and all SU-led daytime events. The role of Communities Coordinator is essential in supporting the volunteers of student groups and day to day event logistics, so that we can continue to put students at the heart of every service we run on behalf of students at the University of Hertfordshire.

Values:

We're a truly values-led organisation. As such, we're looking for someone who demonstrates our everyday values of being Helpful, Empowering, Representative, Transparent, and Student-Focused, whilst ensuring Hertfordshire Students' Union is truly representative of students. We encourage our team to have fun at work whilst never losing sight of our vision.

Service Excellence: We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from Black, Asian, and ethnic minority backgrounds, as they are underrepresented within the Union's professional staff team. We are an equal opportunity employer and welcome applications from all suitably qualified persons, regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

Key Role Requirements

Our Community Events team is a crucial part of our vision. Through living our core values of being Helpful, Empowering, Representative, Transparent, and Student-Focused, this team, and specifically this role works alongside our student groups to encourage the development of a vibrant campus community at the University of Hertfordshire. Working closely with the Assistant Community Manager, you will be responsible for developing new initiatives to support students to thrive in their volunteer roles, within student groups and the activities and initiatives that we provide.

Student Group Management and Community Development

1. Support with the growth and development of all student groups, helping them to develop their initiatives, encourage collaboration, and further contribute to the campus and local community life.
2. Facilitating training sessions for all student group committee members, equipping them with the skills and knowledge to positively contribute high standard, accessible communities for students to be a part of.
3. Support students to launch their own societies, taking lead on incoming society affiliation requests across the course of the academic year.
4. Work across the University and the Students' Union to enable students to participate and engage fully in the Union's student activity, tackling barriers of participation for students, and further putting in place initiatives to prevent barriers.
5. To lead on and run schemes/events to encourage student group memberships.
6. Facilitate student group representation at all Students' Union events, working with the Community Events team to ensure collaboration and student voice is embedded in the SU Led programme. Support the Community Events team with

the delivery of some student-led events, with the occasional 'out of office hours' required to work when full time staff is required.

7. Plan, lead, and host a minimum of one Societies Forum per semester, working with the Academic Experience team to provide relevant updates, encourage discussion, and collect feedback as to how we can continue to improve our support services.
8. To host development meetings with individual committees, identifying areas of development for the society to ensure that they are constantly working towards providing the best possible experience for their members.
9. Support with the successful running and engagement of both Society Committee Elections and Society Committee By-Elections, aiming to fill as many core committee roles as possible across all societies.
10. Support with the planning and delivery of the Student Leader Conference, developing initiatives focused on the development and employability of Society Committee Members.
11. Produce and share monthly Society Newsletters, working in collaboration with the Academic Experience team to ensure relevant Academic Society updates are included, and in collaboration with the wider Union team to share relevant information, updates, and opportunities with committee members.
12. Take lead of Guest Speaker checks, with support from the Assistant Communities Manager, helping student-led groups in bringing external guests to campus to enhance events and initiatives.
13. Support with society shopping, encouraging student-groups to make sustainable purchases, avoiding the use of Amazon where possible in line with our commitment to Green Impact.
14. Support with the line management of a Student Staff team, with development opportunity to take lead on this.
15. Oversee general administration of student groups, including the inbox, website, and committee database, to ensure that they run smoothly, in keeping with Students' Union policy and procedures.

General Duties

1. To always promote a positive image of Hertfordshire Students' Union.
2. To develop and maintain contacts with colleagues within other Students' Unions and relevant organisations, including site visits to other Students' Unions where necessary or relevant.
3. Provide support for Union-wide projects as needed, such as Freshers' Fair, Elections, and the SU Awards.
4. Being friendly and respectful of others to maintain a safe and considerate workplace in line with our values of being Helpful, Empowering, Representative, Transparent, and Student-Focused.
5. To keep abreast of relevant national and local developments, changes in legislation, and good practice. To attend conferences, training events, and meetings as necessary.
6. To always aspire to the highest standards of customer care and, in conjunction of other relevant Union staff, to identify and respond to customer needs.

7. To always respect the democratic structure of the Students' Union.
8. To always abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union policies and procedures.
9. To set high standards of integrity, punctuality, accuracy, politeness, and professionalism.
10. Be aware of the departments impact on the environment and to work within the environmental policies of the Union and University.
11. Contribute towards the delivery of the Hertfordshire Students' Union strategic plan.

This document outlines the duties required for the time being of the post entitled Communities Coordinator to indicate the level of responsibility. It is not a comprehensive or exhaustive document and the management of Hertfordshire Student' Union may vary duties from time to time that do not change the general character of the job, or the level of responsibility.

PERSON SPECIFICATION

Essential	Application / Interview
Proven experience in student engagement, academic representation, or a similar role within higher education or a students' union.	A/I
A degree or equivalent level of project management experience.	A/I
Experience in supporting or managing student leaders or volunteers.	A/I
Experience of designing and delivering in-person and online training to small and large groups.	A/I
Ability to create and maintain strong working relationships with a wide range of stakeholders including staff, students, and external stakeholders	A/I
A creative eye with excellent attention to detail	A/I
Experience handling a busy workload and working effectively under pressure.	A/I
Excellent written and verbal communication skills, with the ability to communicate at all levels	A/I
An enthusiastic, driven and proactive team player who can overcome problems and easily adapt to change.	A/I
Detail-oriented, with experience of working with data and producing reports	A/I
Self-motivated and self-reliant	A/I
Facilitative of others' ideas and non-judgmental	A/I
Commitment to Equal Opportunities and understanding of its relevance to Students' Unions	A/I
Ability to work with a wide range of people from different backgrounds and cultures	A/I
Punctual, organized, and flexible, with a willingness to work occasional evenings and weekends as required.	A/I
Ability to work in a sustainable and environmentally friendly way.	A/I
Desirable	
Experience of developing/supporting academic communities	A/I
Evidence of continuous commitment to personal and career development.	A/I