

## JOB DESCRIPTION

<b>Job Title:</b> Community Development Coordinator		<b>Responsible to:</b> Assistant Community Manager
<b>Salary:</b> £27,000, with potential to increase to £28,000 after passing probation.		<b>Location:</b> Hatfield
<b>Hours:</b> 37.5 hours per week		<b>Responsible for:</b> Student Staff
<b>Liaison with other personnel:</b>	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 and departments.	
<b>Purpose:</b>	Be at the heart of student life, supporting groups and communities to grow, connect, and succeed. Provide hands-on administrative and operational support that helps students deliver high-quality, impactful, and memorable activities and events.	
<b>The Role:</b>	Joining the Community Events Team, you will help shape an exciting and vibrant student experience. Working alongside students and student volunteers, you'll support communities to grow, engage, and thrive, empowering students to lead activities, events, and initiatives that make a real impact on campus life. Combining strong organisational skills with creativity and innovation, you'll maintain and improve support systems while introducing new ideas and opportunities that help students succeed. You'll also play a hands-on role in delivering Students' Union and student-led events across both campuses, creating memorable experiences that foster connection, belonging, and community 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 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.

**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.

**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.

## **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. You will work with the wider Community Events Team to deliver a broad range of events across our two campuses, including the likes of Freshers’ Week, Society Taster Sessions, Diwali, and EleHouse Pub Events. At times, this will require ‘out of office hours’ to support with the schedule.

## **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. Line Manage, with support from the Assistant Community Manager, a Student Staff Team of 6 Society Assistants, supporting their development, and working to ensure they deliver support to the wider aims and goals of the team.
6. To lead on and run schemes/events to encourage student group memberships.
7. 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.
8. 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.
9. 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.
10. 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.
11. Support with the planning and delivery of the Student Leader Conference, developing initiatives focused on the development and employability of Society 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. Take lead on the running of the Society Accreditation Scheme and Leaderboard, ensuring it is regularly updated and reflective of Societies progress.
14. 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.
15. Lead on the Student Leader Development Programme, ensuring students get the most out of their roles, and feel confident applying skills to their professional portfolios.
16. To produce engaging and informative monthly Society Newsletters, sharing key updates and opportunities with our Society Committee Members.
17. Working with Student Leaders and our Insight Team, take lead on feedback collation, ensuring student voice is at the core of any developments made year on year.
18. Run monthly outreach stalls that focus on increasing the understanding of membership value amongst the UH Student Population, and enhance the engagement tracked across membership purchases.
19. 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.

## **Community Events**

1. To support with the delivery of our Freshers' Week programme, with key focus on promoting our student-led groups and memberships at all events.
2. To lead on Society Taster Sessions, and Sports and Socs Fest, empowering society committees to host high standard, engaging, and free activity for all students at Herts.
3. To support with the running of the weekly EleHouse events schedule. Please note that this will require you to work in a space that serves alcohol.
4. To act as Society Lead for any collaborative SU x student-led events such as Diwali, Holi, Christmas Markets, and SU Awards.
5. To collaborate with wider UH departments on events such as HertsFest, Sports and Socs Fest, and Open Days, to encourage society engagement and representation.
6. Work with the Community Events Coordinators to ensure that society activity is compliant with risk assessments and health and safety requirements.
7. Occasionally, you may be required to work SU and/or Student-Led Events that fall outside of regular office hours. This may include evenings and weekends.

## **General Duties**

1. To always promote a positive image of Hertfordshire Students' Union.
2. 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.
3. 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.
4. To always respect the democratic structure of the Students' Union.
5. To always abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union policies and procedures.
6. To set high standards of integrity, punctuality, accuracy, politeness, and professionalism.
7. Be aware of the departments impact on the environment and to work within the environmental policies of the Union and University.
8. 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.*