

## JOB DESCRIPTION

<b>Job Title:</b>	Insight and Policy Manager	<b>Reports to:</b>	Head of Student Services
<b>Salary:</b>	£30,000-£35,000	<b>Location:</b>	Hatfield
<b>Responsible for:</b>	The post holder will supervise student staff.		
<b>Reports to:</b>	The post holder reports to the Head of Student Services, working closely alongside Students' Union Management, the wider SU staff team, University staff, Elected Officers and other student leaders.		
<b>Contacts:</b>	The post holder will come into contact with students, Students' Union Management, staff and elected officers and senior University staff.		
<b>Purpose:</b>	To lead on the Union's research to ensure as a Union we are understanding and representing the needs and priorities of the students.		
<b>The Role:</b>	The role will develop key understandings of our students at Hertfordshire and play a vital part in the Union's development. The role covers a wide range of topics, including large research projects and advising the development of services based on feedback.		

**Vision:** Our vision at Hertfordshire Students' Union is that we help students love their lives at Herts. Our Insight and Policy team is a core part of our vision, and the role of Insight and Policy team is essential in understanding and delivering student views so 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 are a truly values-led organisation. As such, we're looking for someone who lives our HERTS values of being helpful, empowering, representative, transparent and student-focused. We encourage our team to have fun at work while 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 opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

### **Key role requirements:**

- To lead and oversee the development and delivery of the Union's research activity through:
- Analysis of institutional data and the development of reports and presentations including recommendations for elected officers and staff.
  - Develop projects to feed into the priorities of Hertfordshire Students' Union.
  - Develop recommendations following research to ensure as a Union we remain research-led by representing student opinion in all our services.
  - Lead presentation opportunities of Union research at relevant internal and external committees.
  - Line-manage the Insight and Policy team.

### **Policy and student-focused research**

1. Lead the departments development and delivery of research work within Hertfordshire Students' Union, including but not limited to:

Analysis of institutional research and data – including raw data where available, University commentary on institutional research and analysis of research within University competitor sets.  
Analysis of national research and sector trends

2. Oversee market research amongst University students in order to:
  - Appropriately determine student feedback on a variety of issues related to University and Students' Union services
  - Inform student representation
  - Segment the UH student market to better inform service delivery and representational work
3. Analyse data and evidence held by the Union through University- and Union-led research projects, democratic structures, and the Union's Advice and Support Centre to inform the Union's policy and research agenda.
4. Provide Higher Education policy briefings for HSU Senior Leadership team and Elected Officers.
5. Coordinate responses to policy consultations and/or student submissions.
6. Produce high quality written publications for various internal and external committees.
7. Present research findings at senior University and Union committees/meetings.
8. Ensure the Union's staff, managers, elected officers and student representatives are briefed on market and social research to develop and promote an understanding our members and to support student feedback shaping service development across the whole Union.
9. To advise and make recommendations on the development of Student Representation in general, compiling research, surveys, reports, and presentations as appropriate.
10. Lead multiple communication techniques of content to ensure students are effectively informed on outcomes of research work undertaken.
11. Keep abreast of University-wide and National issues and policy, leading insight related work demonstrating HSU impact institutionally.
12. Work collaboratively alongside the management team and SLT, utilising student feedback to further enhance departmental service.
13. Provide ongoing support and guidance for the Elected Officer team, based on live insight and HE policy.

### **Responsibility for budgets**

The post holder is responsible for preparing budget proposals, managing and monitoring the department budget and allocating funds and resources effectively.

### **General:**

1. Assistance with coordination of the departments Welcome/Refreshers' events as needed
2. Supporting the wider Unions activities and events during the Welcome period including supporting the set-up/down of events and facilitating stalls and promotional stands.
3. To develop and maintain contacts with colleagues within other Students' Unions and relevant organisations, including site visits to other Students' Unions.
4. To keep abreast of relevant national and local developments, changes in legislation, and good practice and attend conferences, training events and meetings as necessary.
5. To have a flexible approach to work and to undertake any other reasonable duties which may be required.
6. To always aspire to the highest standards of customer care and, in conjunction with 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 work flexibly and efficiently and to always promote a positive image of Hertfordshire Students' Union.
10. To set high standards of integrity, punctuality, accuracy, politeness, and professionalism by personal example.
11. To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University.

This document outlines the general duties required for the time being for the post of Insight and Policy Manager. This is neither a comprehensive or exhaustive list and the duties may be varied from time to time and may be changed and be added to or deducted from. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement.

## PERSON SPECIFICATION

### Insight and Policy Manager

	<b>Assessed at Application (A) Interview (I) Presentation (P)</b>
Good general education, to degree level or relevant experience	A
Excellent written and verbal communication skills, with the ability to present complex information clearly to a variety of audiences	A, P, I
Sound knowledge of research methodologies (quantitative or qualitative), data collection methods and associated data analysis techniques including statistical significance testing	A, I
Flexible working, including evenings and weekends where required.	A, I
Understanding of and commitment to the principles of equity, diversity and inclusion	A, I
Proficient IT skills including Microsoft Office, data management and other relevant software's	A, I
Experience of providing briefings to a variety of stakeholders	A, P
Experience of writing in-depth research reports	A, I
Passionate about ensuring all students feel represented whilst at university.	I, P
Self-motivated and self-reliant	A, I
Punctual and well organised	A
A good team player and proactive with drive and enthusiasm	A
Experience using or knowledge of statistical analysis programmes such as R or SPSS, and/or a desire to develop these skills	A, I