

**Engagement Manager**

**JOB DESCRIPTION**

**Accountable to:** Head of Engagement & Communication

**Salary:** £27433 pa

**Responsible for:** Engagement Coordinators x 3

1000 volunteers

**Hours:** 37 hours per week

**Location:**  Usually at the LSESU building in Holborn

**JOB PURPOSE**

1. To manage the delivery and development of Engagement
2. To contribute to the development of Engagement activities and opportunities
3. Line manage the Engagement Team

**KEY RESPONSIBILITIES**

1. **To manage the delivery and development of Engagement**

* To be responsible for the day to day support of the sabbatical officers to engage students with local and national campaigning activity.
* Coordinate the delivery of successful change campaigns
* Responsible for the day to day management of our Engagement activities and projects
* Liaise with officers, colleagues and college staff to generate activities and ideas that will have medium to long term positive impacts on satisfaction
* Manage the delivery of our democracy
* Manage the delivery of our change campaigning
* Manage the delivery of halls engagement and outrearch
* Manage the support available, and delivery of objectives as appropriate, for part-time officers and democratic volunteers
* Responsible for day to day management of data, data systems and processes within the Engagement Team
* Responsible for developing relationship with relevant people within the school
* Responsible for keeping the union, its officer and staff up to date on local, national and international campaigning
* Support the delivery of relevant sabbatical officer objectives

1. **To contribute to the development of Engagement activities and opportunities**

* Responsibility to ensure that research into our members is communicated across the organisation
* Contribute to the Engagement Unit’s strategic planning by putting forward evidence based ideas for improvements to the Unit’s functions
* Contribute to the Engagement Unit’s operational planning by planning specific tasks and projects as directed by the Engagement Manager
* Responsible for the delivery of reports and data in relation to the Engagement Team

1. **Line manage the Engagement Team**

* Arrange, chair and keep a record of management and all staff meetings within the team including performance reviews, appraisals, 121s and investigations
* Manage the team’s learning and development
* Delegate tasks where appropriate to the engagement coordinators.
* Support coordinators with events, activities and meetings
* Coordinate briefings to staff and officers as appropriate on engagement based issues
* Prompt student officers to take agreed actions and keep them informed of the progress of projects and campaigns

**GENERAL DUTIES**

**In addition, all staff have the following general duties laid out in their job descriptions:**

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers and welcome festivals and any other key event, including elections, if necessary.
* Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff
* Any other tasks that would be deemed suitable within this role as directed by line manager

**JOB SPECIFICIATION**

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| **CRITERIA** | **Application** | **Interview** |
| **QUALIFICATIONS** |  |  |
| Good general education, typically to the Higher/A level equivalent. | ✓ |  |
| **EXPERIENCE** |  |  |
| Experience of managing multiple projects simultaneously | ✓ | ✓ |
| Management experience | ✓ | ✓ |
| Experience of campaigns planning management | ✓ | ✓ |
| **KNOWLEDGE** |  |  |
| Demonstrable understanding of Students’ Unions or other democratic / voluntary organisations | ✓ | ✓ |
| Knowledge of current themes affecting students in the Further Education / Higher Education sector | ✓ | ✓ |
| **ATTRIBUTES AND SKILLS** |  |  |
| Excellent communication skills, verbal and written | ✓ | ✓ |
| Ability to construct and maintain databases | ✓ | ✓ |
| The ability to create and maintain strong working relationships. | ✓ | ✓ |
| A flexible approach to working combined with the ability to work under pressure and to deadlines, whilst maintaining a high standard of professionalism | ✓ | ✓ |
| The ability to motivate, empower and enable others across teams and volunteers | ✓ | ✓ |
| **VALUES AND ETHICS** |  |  |
| Desire to work within a democratic, student-led environment | ✓ | ✓ |
| Understanding and commitment to equal opportunities |  | ✓ |
| Committed, positive, outgoing and approachable with a ‘can do’ attitude | ✓ | ✓ |
| Demonstrably high standards of personal integrity | ✓ | ✓ |
| Commitment to own professional development |  | ✓ |