**Job Pack**

**Director of Membership**

Closing Date: 12 noon, 6th February 2017

**Welcome**

On behalf of the officers, trustees and staff, thank you for your interest in the role of **Director of Membership at London School of Economics Students’ Union (LSESU) and Arts Students’ Union (Arts SU).** This is a fantastic opportunity to work alongside some of the most talented students in the world, in the heart of the capital, amongst a motivated and energetic staff. The past five years have been an exciting time of progress and renewal for LSESU and Arts SU, and we are now looking forward to the implementation of our new strategies, which has an even stronger focus on delivering an outstanding student experience – taking us from good to great.



**Busayo Twins**

Chair of LSESU Trustee Board



**Scarlett Langdon**

Chair of Arts SU Trustee Board

**About Us**

We are two membership organisations and registered charities that have come together to deliver high quality services, representation and support for 30,000 students across London at the London School of Economics and University of the Arts London. Our unique collaboration exists to allow our two organisations to make the greatest possible impact on students’ lives and maximize our resources in enabling them to create positive change at their university, in the community and the wider world. Every year, our elected Student Officers, together with the Trustee Boards at both Unions provide leadership and strategic direction for the work of over 80 permanent staff, 300 student staff, thousands of volunteers, delivering across 14 sites across London.

Our membership is diverse and we have the highest percentage of postgraduate and international students in the UK. Our membership is also wonderfully varied in its range of study from artists, designers and performers, to business and management students, to social and political scientists. Students engage with us through over 300 student clubs and societies, volunteering opportunities, exhibitions and artist workshops, academic representation, campaigning activity, and through our advice and support services. The exciting challenge that lies ahead is to make our two charities increasingly representative of our members by delivering more bespoke services and facilitating more and diverse students to engage in our decision making.

Together, the Unions have experienced a period of immense growth. Our collective turnover is circa £9million and there are exciting projects planned across both organisations, which will have a significant impact on the services we provide and how we provide them. As these two charities grow at difference paces this presents unique challenges to continue to get maximum benefit from this collaboration. Both Students’ Union has two main sources of income – an annual grant from the University and the income generated through trading services such as bars, coffees shops and retail. We are a charity and a not-for-profit organisation. All surplus generated within the organisation is reinvested into the facilities and services provided across the organisation for our members.

As a diversity conscious organisation we are keen to encourage engagement from BAME applicants who are underrepresented in our organisation. We are committed to learning and development and work/life balance and would consider supporting professional qualifications and flexible working patterns for the right candidate.

**The Role**

We are looking for a highly dynamic and inspirational leader to join the Directorate Team at LSESU and Arts SU to continue to develop and deliver high-quality services and support to its members. The Director of Membership will lead a talented team of over 40 staff who make up three of the Union’s key departments, including Advocacy and Policy, Student Activities and Communications and Student Engagement.

**About You**

We are seeking a dynamic, inspirational, collaborative and committed Director to support our Membership Team in our on-going journey to becoming the best students’ unions possible for students at LSE and UAL. You may already be in a management role within a students’ union, but we are also interested in candidates from different vol­untary and third sectors who bring transferable skills and are motivated to lead a team that has the potential to make a significant impact in students’ lives.

Our ideal candidate will have leadership experience in a membership focused

organisation with demonstrable experience of delivering effective services and of managing a variety of competing priorities and stakeholder perspectives. You should be financially astute with great attention to detail. You should be a true people person, with a leadership style which both engages, coaches and empowers elected Student Officers; staff and hundreds of stu­dent volunteers. With a collaborative approach, you will be able to build trust quickly and communicate credibly with a wide range of people.

**Our Structure**

Across the two Unions the staffing structure is split into three departments, each headed by Director. Within these, a number of functional teams exist, each managed by a Head of Department or Manager

**Why work here**

Our staff enjoy working in a dynamic and supportive environment that prioritises their personal and professional development. Our annual all-staff satisfaction survey shows that staff value the opportunities they have to learn and grow within their roles. We perform highest in the areas of personal development, relationships with manager, work atmosphere and relationships with colleagues. Staff stated that the number one benefit the organisation offers to employees is a flexible approach to working. Over 60% of our staff rated their favorite part of working at SUARTS as their relationship with their colleagues.

**You’ll make a difference:** You’ll directly help shape what we do and how we do it, directly impacting on the experience of over 30,000 students.

**We’re flexible:** We understand that life isn’t 9-5 and we’ll always look at how we can adapt to best meet your needs.

**You’ll be looked after:** We offer 25 days of annual leave in addition to Christmas closure days and bank holidays, childcare vouchers, free gym membership, pension scheme plus more.

**It’s great fun:** You’ll be working for an organisation that tackles the big issues on campus but one that has a great time doing it. You’ll be joining a team of smart, friendly people who get that work/play balance.

**Next steps**

You will find a full job description, person specification and application form attached and on our websites (<https://www.lsesu.com/workforus/> or <http://www.arts-su.com/about/contact/work-for-us> ). The closing date for applications is 12 noon on 6th February 2017 and interviews provisionally scheduled for 21st February 2017. If you would like an informal conversation or more information about the organisation or the role please email Josephine Sesay (j.m.sesay@lse.ac.uk)



**Job Description**

**Post**: Director of Membership

**Department**: Membership

**Pay** **Band**: 8

**Salary** **Range**: £50,000 - £53,000

**Tenure**: Full Time, Permanent

**Reports to:** Chief Executive

**Responsible** **for**: Policy and Advocacy, Communications and Engagement, Activities and Opportunities

**Job Purpose**

1. To lead the delivery of Membership Services within two distinct Unions
2. To provide expert leadership on strategy development and implementation with the Directorate in line with the mission, aims and values.
3. Direct line management of Head of Communications and Engagement, Head of Policy and Advocacy, Head of Activities and Opportunities.

**Key Responsibilities**

**Senior Management**

* Work with the Chief Executive and Directors as part of the SU’s Directorate Team (DT)
* Support the Chief Executive and DT in strategic leadership across the Students’ Union.
* To contribute to the development and review of the Union’s strategic and operational plans.
* Primary advisory and operational support for the Sabbatical Officers in relation to Membership Development Manager
* Provide expert leadership in strategy development
* Leading on the implementation of processes within Membership Services that deliver the Mission, Vision and Values of the Strategic Plans
* Leads on the processes through which all departments in the organisation get feedback from students, and other stakeholders including the institutions
* Overall responsibility for producing an Annual Impact Report for both Unions
* Overall responsibility for strategic planning and budgets relating to Membership Services
* Responsibility for systems for performance management of the Union’s strategic aims and enablers within Directorate: dashboards; 121s
* Lead the identification and development of evidence based new projects and ideas across the Union to drive improved quality, performance or impact
* Responsibility for commissioning, instructing and interpreting research to develop new opportunities across the Union

**Service Delivery**

* Lead the membership directorate to meet the constantly changing needs of students, with a focus on increasing membership involvement, impact and levels of satisfaction
* Overall responsibility for budget management and development within Membership Services
* Overall responsibility for the integrity and quality of democratic functions including all elections, policy votes and democratic meetings
* Ensure that the Memorandum and Articles of Association, byelaws and policies of The Union are adhered to by all staff in Membership Services
* Lead on the successful development and implementation digital and communications platforms
* Overall responsibility for the SU’s provision of welfare, advice and advocacy
* Overall responsibility for the legal compliance and governance issues relating to Membership Services and the unions democratic structures
* Responsible for building relationships, liaising and negotiating with Union staff, University staff, and other relevant external parties on issues relating to the directorate and the wider union

**Finance/Resource Management**

* To prepare and oversee budgets and financial plans for all departments that are the responsibility of the Director of Membership, and ensure services operate effectively within budget and to initiate and explore ways of improving efficiency and effectiveness and promote improvements in value for money.
* To have project management responsibility for key budgets and be responsible for ensuring departmental staff are monitoring expenditure on their budgets.

**People and Management**

* Line manage Membership Services staff, in line with the policies and procedures of the Unions
* Lead the Membership Services Team by setting challenging targets and managing outcomes in line with the strategic/operational plans of the Union
* Invest in staff, and deliver our aims, by overseeing the induction, training and development of Union staff
* Lead on involving Union staff at all levels in the development and delivery of the Unions’ policies, procedures, and culture

**Networking and diplomacy**

* To advise and influence at senior levels within LSE, UAL and the Students’ Union.
* To meet and network with appropriate other people and organisations including, other Unions, NUS, charity sector and in the wider community and represent and promote own work area/activity on internal and external platforms.
* To exert diplomacy, tact, patience, negotiation and analytical skills when dealing with a broad range of students with complex issues.

**Supporting Student Officers and Elected Representatives**

* Foster a culture to encourage and facilitate involvement and feedback from student officers, sabbatical officers to plans and guides.
* Primary advisory support for both unions Sabbatical Officer Teams
* To mentor, support, advise and guide Student Officers and representational structures within the Unions, ensuring induction, training, support and development of individuals is tailored to specific needs on a day to day basis.
* Ensure that Officers are supported to represent the membership in dealings with University Committees, University staff and external people and bodies
* Manage the learning and development of the Executive Committee (Arts and LSE)

**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

**Person Specification**

|  | Requirements | Essential / Desirable | Tested in application | Tested at Interview |
| --- | --- | --- | --- | --- |
| Qualifications | No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is required | Essential |[x] [ ]
| Experience | In depth experience in developing membership services within Students’ Union, membership or youth organisations. | Essential |[x] [x]
|  | Substantial management experience, including oversight of multiple teams, across a number of sites. | Essential |[x] [x]
|  | Experience of developing innovative solutions and organisational wide strategic plans | Essential |[x] [x]
|  | Substantial experience attending and participating in committees and boards with senior staff/officers | Essential |[x] [x]
|  | Experience of carrying out research and applying finding to outputs, and tracking outcomes | Essential |[x] [x]
|  | Experience of preparing, managing and controlling substantial budgets/resources/funding | Essential |[x] [x]
|  | Experience of reviewing and writing governing documents, and for committees, boards and senior officers | Essential |[x] [ ]
|  | Experience of using or leading a team to use innovative marketing methods to increase engagement in an activity | Essential |[x] [x]
|  | Experience of advising staff and/or elected officers on policy and governance | Essential |[x] [x]
|  | Experience of supporting membership activities | Desirable |[x] [ ]
|  | Experience of supporting campaign work and elected representatives. | Desirable |[x] [ ]
| Knowledge, Skills & Abilities | High degree of knowledge of the principles, theory and practice of governance, democracy and delivering the membership services of a Students’ Union | Desirable |[x] [ ]
|  | Knowledge about the student movement sector, democratically led bodies, charities and higher education. | Essential |[x] [x]
|  | Empowering approach to leadership, with the ability to work effectively in a senior management role and influence other managers, and specialist staff. | Essential |[x] [x]
|  | Excellent written and verbal communication skills | Essential |[x] [x]
|  | Strong interpersonal skills including negotiation, influencing and relationship building | Essential |[x] [x]
| Attitude & Disposition | Commitment to professional development through involvement in training and progressively more demanding work/roles | Essential |[x] [x]
|  | Commitment and positive attitude to working for the benefits in a student-led democratic organisation | Essential |[x] [x]
|  | Ability to work under pressure and flexible in responding to varying workloads | Essential |[x] [x]
|  | Commitment to the values of LSESU and Arts SU | Essential |[x] [x]
|  | Commitment to the principles and practices of equal opportunities, improve diversity, and values to promote ethical and environmental best practice. | Essential |[x] [x]
| Other Circumstances | A willingness to take on ad-hoc projects within the Students’ Union when necessary | Essential |[x] [x]
|  | A willingness to work flexible hours as required | Essential |[x] [x]
|  | To work on papers and deadlines, and in exceptional circumstances work weekends to meet important deadlines | Essential |[x] [x]
|  | Attend evening, board, committee and council meetings | Essential |[x] [x]
|  | To be on call for ‘out of hours’ emergencies | Essential |[x] [x]

**E – Essential: Requirements without which the job could not be done.**

**D – Desirable: Requirements that would enable the candidate to perform the job well.**