

JOB DESCRIPTION

Engagement Manager

Accountable to: Head of Engagement and Communications
Responsible for: 3 x Engagement Coordinators
Hours: 37 hours per week
Location: LSE, Holborn, Central London
Salary: £28,000 - £30,000

JOB PURPOSE

1. Manage the democratic and engagement functions of the union
2. Responsible for the Engagement Team and its delivery of key projects, the department's operational planning, and its involvement in delivering the Union's strategic aims
3. Line manage the Engagement Team

KEY RESPONSIBILITIES

1. Manage the democratic and engagement functions of the union

- Responsible for facilitating and supporting sabbatical officers to engage students with campaigning activity
- Responsible for implementing union wide priority campaigns
- Manage the delivery of the organisations democratic functions including elections, union general meetings and annual general meetings
- Manage the delivery of halls outreach work
- Support full time elected officers through an annual planning and delivery cycle
- Manage the support given to part-time officers and democratic volunteers
- Responsible for liaising with elected officers to support them to produce content for communications channels
- Responsible for researching and evidencing changes to the Engagement function
- Responsible for developing relationships with key internal and external stakeholders to develop our engagement work
- Responsible for analysing data and evidence to determine which sections of the student body are not involved in our work

2. Responsible for the Engagement Team and its delivery of key projects, for the department's operational planning, and its involvement in delivering the Union's strategic aims

- Manage the operational planning process for the Engagement Team
- Work with the Head of Engagement and Communications to meet team objectives and KPIs
- Manage data and data systems within the Engagement Team

- Key involvement in the Union's strategic plan including putting forward evidence-based ideas for improvements and new projects/services within the Communications Team
- Liaise with Union staff, University staff and other relevant external parties on issues relating to the Engagement Team
- Contribute to the delivery of primary and secondary research papers and briefings in relation to organisational engagement activity
- Responsible for the delivery of reports and data in relation to the Engagement Team

3. Line manage the Engagement Team

- Arrange, conduct and keep records of management meetings with members of the Engagement Team – including performance reviews, appraisals, and investigations
- Manage the learning and development of the Engagement Team
- Delegate tasks where appropriate to Engagement coordinators
- Responsible for day to day work undertaken by Engagement Team staff with student officers, and part-time staff and student staff
- 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
- Arrange, chair and keep a record of staff meetings within the Engagement Team
- Manage and update regulations and procedures relating to the Engagement Team
- Manage the Engagement Team's budgets
- Manage the Engagement Team's attendance at relevant events and conferences

GENERAL DUTIES

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

- To deliver and develop objectives 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

CRITERIA	Application	Interview
EXPERIENCE		
Demonstrable experience of project leadership	✓	✓
Demonstrable experience of working effectively across departments	✓	✓
Experience of delivering campaigns and advocacy based projects	✓	
Delivering activities for hard to reach groups	✓	✓
ATTRIBUTES AND SKILLS		
Excellent communication skills, verbal and written, and an ability to quickly build new relationships	✓	✓
Excellent customer care skills (for dealing with LSE members, colleagues, University personnel, external agencies)	✓	
The ability to manage politically sensitive situations	✓	
Able to work independently, manage budgets and run processes	✓	✓
The ability to lead, and work within, an effective team	✓	✓
Knowledge		
Demonstrable understanding of Students' Unions or other democratic organisations	✓	✓
VALUES AND ETHICS		
Desire to work within a democratic, student-led environment		✓
Understanding and commitment to equal opportunities		✓
Commitment to using skills and knowledge to help others	✓	✓