

Application Pack

**Interim Chief Executive and  
Interim Director of Membership  
(2 posts)**

Arts Students' Union  
and LSE Students' Union  
(Maternity Cover)

August 2018

**Arts**  
Students'  
Union

**LSE**  
STUDENTS'  
UNION



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## Welcome

On behalf of the officers, trustees and staff, thank you for your interest in the roles of **Interim Chief Executive and 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 over the next 14 months.

The past five years have been an exciting time of progress and renewal for LSESU and Arts SU. We are now looking forward to the implementation of our new strategies, which have an even stronger focus on delivering an outstanding student experience – taking us from good to great.



**Olivia Kellett**

Chair of Arts SU Trustee Board



**Zulum Elumogo**

Chair of LSESU Trustee Board



**Yemi Gbajobi**

Chief Executive, Arts SU and LSESU



## About us

We are two membership organisations and registered charities<sup>1</sup> 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 to maximise 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 and 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.

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<sup>1</sup> **Arts Students' Union** Registered Charity Number 1143161 and Company Registration Number 7719030 and **London School of Economics Students' Union** Registered Charity Number 1143103 and Company Registration Number 771066



We are two separate charities and not-for-profit organisations. As these two charities grow at different paces this presents unique challenges if we are to continue to get maximum benefit from this collaboration.

Both Students' Unions have two main sources of income – an annual grant from the University and the income generated through trading services such as bars, coffee shops and retail. All surplus generated within the organisations is reinvested into the facilities and services provided for our members.

Together, the Unions have experienced a period of immense growth. Our collective turnover is circa £9 million 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.

In the 2018-2019 financial year, we will be entering the second year of our ambitious four year strategic plans for both organisations, putting us on course to become sector leading charities and students' unions by 2021.

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 flexible working patterns for the right candidate.





LSESU Lent Term Election Results 2017

## About the roles

Both the current CEO, in post for over two years, and Director of Membership, in post for 18 months, will go on maternity leave for 14 months and we are looking for an Interim Chief Executive and an Interim Director of Membership during this whole period. We are looking for highly dynamic and inspirational people to lead both LSESU and Arts SU and continue our work, alongside the Chief Operating Officer who will be continuing in post for the duration of the interim period.

The Interim Chief Executive will be responsible for developing and delivering the organisations' strategic direction, as well as responsibility for our financial performance, legal compliance and reputation. The Chief Executive will lead a talented team of over 80 staff across a range of diverse departments, including Policy and Advice, Student Activities and Opportunities, Communications and Student Engagement, Commercial and Trading, Finance and Operations. The Chief Executive is also responsible for supporting the development of two Trustee Boards, which are chaired by two of our elected Student Officers.

The Interim Director of Membership will be responsible for developing and delivering high-quality, high-impact services and support to our members. The Director of Membership will lead a talented team of over 40 staff who make up three of the Unions' key departments, including Policy and Advice, Student Activities and Opportunities, and Communications and Student Engagement.

## About you

We are seeking a dynamic, inspirational and collaborative people to support our two organisations in our ongoing journey to becoming the best Students' Unions possible for students at LSE and UAL. You may already be in a senior 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 candidates 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.

The Higher Education sector, and by association the students' union sector moves quickly. Students' unions must be adaptable, flexible and responsive to members. Our ideal candidates will therefore have experience of change management and working in a dynamic environment with an unwavering commitment to seeking out, listening to and responding to stakeholder views.

The Chief Executive and Director of Membership work closely together with the Chief Operating Officer, as part of the Directorate Team.

We are happy to accept applications from already established partnerships who would like to apply for the two roles as a team.

If, on reading the Job Description and Person Specification you believe you would be suitable for either role, we are also happy to accept applications from one individual for the two different roles.

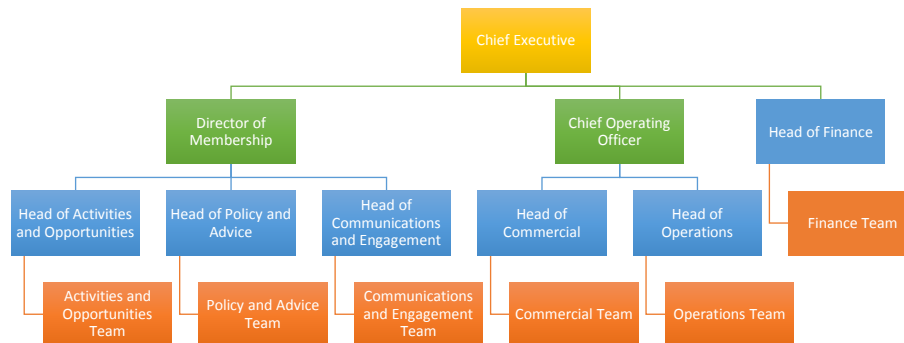




Arts Ball 2018

## Our structure

Across the two Unions the staffing structure is split into three departments, each headed by a 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 managers, work atmosphere and relationships with colleagues. Staff stated that the number one benefit the organisation offers to employees is a flexible approach to working. In 2018, over 80% of our staff rated their favorite part of working at Arts SU 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 and Easter closure days and bank holidays, childcare vouchers, free gym membership, pension scheme and more.

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



UAL  
VARSITY

Arts  
Students'  
Union

arts-su.com

Arts Cup Varsity: UAL versus Goldsmiths 2018

## Arts SU: The Journey to 2021

**Our vision** is to be a creative union for creative students.

**Our mission** is to create and maintain a community where students can build and enhance their time at UAL into a transformational experience.

At the heart of everything we do are **our values**.

- **We are member-led.** We exist for the benefit of our members and work in their interest. Our work must be led by our members. This means we ensure that the diversity of student voices at University of the Arts London is at the heart of our decision-making processes, campaigns, services and activities
- **We are daring.** How we do things is just as important as what we do. University is a space for growth, for experimenting, for developing. As an organisation, we are committed to developing new ideas which push boundaries and are outside of the 'normal' ways of working.
- **We are collaborative.** We are at our best when we work together. As an organisation we are open to change and challenging our way of thinking. We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best

decisions and offering the best services for our members.

- **We are supportive.** We know that studying at university can be a tough time, but it can also be life-changing. As an organisation, we believe in the principles of social justice. This means that we are committed to students having equality of access and participation in our services.
- We are also committed to the principles of **equity**, recognising our members need different levels of support and empowerment as they navigate their time at University.

## Our strategy

1. We will offer creative opportunities which are out of the box and of the classroom.
2. We will be a Union which listens and acts, ensuring that we are a positive agent for change in our colleges, University and community.
3. We will be a supportive environment which provides networked communities and enables students to succeed during their time at UAL.
4. We will work with UAL to ensure education is accessible for and reflective of students at UAL.



*I play because I love the game,  
but winning definitely helps.*

THIS  
LSE  
GIRL  
CAN

## **LSESU: Together with Students: 2017 -2021**

**Our vision** is to create a community at LSE which is at the heart of student life.

**Our mission** is to work together with our members to make their time at LSE an empowering and enjoyable experience.

At the heart of everything we do are **our values**.

**We are member-led.** We exist for the benefit of our members and work in their interests. Our work must be led by our members. This means we ensure that the diversity of student voices at the London School of Economics is at the heart of our decision-making processes, campaigns, services and activities.

**We are supportive.** We know that studying at university can be a tough time, but it can also be life-changing. As an organisation, we believe in the principles of social justice. This means that we are committed to students having equality of access and participation in our services. We are also committed to the principles of equity, recognising our members need different levels of support and empowerment as they navigate their time at university.

**We are ambitious.** Every organisation desires to be excellent, but LSESU is committed to going further. We actively seek to redefine the boundaries of excellence for our students, our staff, our School and our communities. We will set the standard for what a sector leading organisation looks like.

**We are challenging.** As an organisation committed to positive change for our membership, we recognise that advocating for change can be difficult. It requires challenging established ways of doing things, challenging established organisations and challenging

our communities. However, we know that change can positive, allowing different ways of thinking, working and behaviour to flourish for the good of our communities. We are an organisation not afraid to challenge the status quo, to help students try new things, to pilot ideas and change our communities.

## **Our strategy**

1. Together with students, we will push the advancement of education, ensuring that it is accessible, holistic and reflective of the diversity of the community at LSE.
2. Together with students, we will develop a supportive environment which enables students to succeed.
3. Together with students, we will be a Union which listens and acts, ensuring that we are a positive agent for change in our School and communities.
4. Together with students, we will develop a strong sense of community beyond the classroom, filled with opportunities which are fun and enjoyable.

## Application process

The closing date for applications is Tuesday 27<sup>th</sup> August 2018 at 10am.

Interviews will be held between Thursday 6<sup>th</sup> September 2018 and Friday 14<sup>th</sup> September 2018. We will endeavour to inform all candidates of the outcome of their application by Friday 21<sup>st</sup> September 2018.

Please complete an application form to apply for this role. You can complete an online application form at [www.lsesu.com](http://www.lsesu.com) or [www.arts-su.com](http://www.arts-su.com). Please fully complete the application form and the equal opportunities monitoring form. We only accept application forms online. Please do not send covering letters or CVs as these will not be read.

## Planning your application

Ensure you read the information in this pack carefully before completing your application. The sections titled 'About the role' and 'Job Description' detail the main duties of the role and the 'Person Specification' describes the skills, experience, qualifications and personal attributes we are looking for in the successful candidate. We are interested in seeing your skills, experience, and knowledge and want to get an understanding of the work you've previously undertaken.

## Interviews

It is worth noting that:

- Shortlisted candidates will be asked to complete an unseen in-tray design exercise.
- Shortlisted candidates will also be asked to present two 10 minute presentations to two different stakeholder groups within the Union
- Shortlisted candidates will also be given a tour of both Unions
- Panel members keep a record of their assessment of each candidate so the reasons for their decisions are clear, consistent and justifiable. You should therefore expect the Panel to be taking notes.
- You will have the opportunity to ask questions about both Arts SU and LSESU, the role and potential working conditions.

## Further questions

If you want to chat about the role informally or have additional questions, please email Yemi Gbajobi, Chief Executive, at [y.gbajobi@lse.ac.uk](mailto:y.gbajobi@lse.ac.uk) or [y.gbajobi@su.arts.ac.uk](mailto:y.gbajobi@su.arts.ac.uk). You can arrange a chat over the phone or additional information can be provided via email.

## Job Description: Interim Chief Executive

<b>Role:</b>	Interim Chief Executive
<b>Accountable to:</b>	London School of Economics Students' Union (LSESU) Trustee Board and Arts Students' Union (Arts SU) Trustee Board
<b>Responsible for:</b>	Jointly for London School of Economics Students' Union (LSESU) and Arts Students' Union (Arts SU)
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Central London, with offices at both LSESU and Arts SU
<b>Contract start:</b>	1 <sup>st</sup> November 2018
<b>Contract end:</b>	17 <sup>th</sup> January 2020
<b>Salary:</b>	£65,000 - £70,000 per annum

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 London School of Economics (LSE) and University of the Arts London (UAL).

Our unique collaboration exists to allow our two organisations to make the greatest possible impact on students' lives and maximise

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 and thousands of volunteers, delivering across 14 sites across London.

### The role

We are looking for a highly dynamic and inspirational person to lead both LSESU and Arts SU while the current Chief Executive is on maternity leave and to continue our work of developing and delivering the organisations' strategic direction, as well as responsibility for our financial performance, legal compliance and reputation. The Chief Executive will lead a talented team of over 80 staff across a range of diverse departments, including Advocacy and Policy, Student Activities, Communications and Student Engagement, Commercial and Trading, Finance and Operations.

### Key responsibilities

#### Strategic direction

- Work with the Trustee Boards, elected officers and Senior Management Team to deliver leadership, vision and strategic direction in accordance with the democratic structures as outlined in the constitution.



- Develop, implement, monitor and regularly review strategic plans for each Union that meets the vision and values of the Union, ensuring that stakeholders are involved as appropriate.
- Responsible for working with the Trustees on the development, including leadership and management, of the Unions' strategies to cover medium and long term goals.
- Drive continuous improvement and efficiency in service planning and delivery.
- Organisational ambassador and point of contact for external organisations.
- Lead on maintaining effective and positive relationships with secondary stakeholders within the local community.
- Lead on developing and maintaining effective relationships with the universities.
- Primary point of advice, support and development to elected officers; assist them in the formulation and execution of their individual plans, as well as the strategic plan.
- Responsible for ensuring effective research, support and advice are available for the key decision-making bodies of the Unions, such as Trustees, officers, committees, etc.
- Lead on developing and delivering strategic written documents on key strategy areas as directed by the Trustees.
- Lead the development of a Union-wide culture that is committed to achieving excellence, particularly with regard to service excellence for our members.

## **Governance**

- Work with the Boards of Trustees, particularly the Chairs of the Board, to ensure the Unions' governance arrangements are effective and robust.
- Act as Company Secretary to the Boards of Trustees, ensuring the board is provided with timely and accurate information from which to make decisions including advice relating to the governance of the Union, the long term strategy and their duties under relevant legislation.
- Provide the highest level of support and guidance to enable the Trustee Boards to be high performing and meet their legal duties.
- Ensure that the Memorandum and Articles of Association, byelaws and policies of the Unions are adhered to by all staff and across all services.
- Lead the effective management and legal compliance of the day to day running of each Union's services.
- Ensure legal compliance, reporting and recording at the highest levels.
- Responsible for ensuring that the Equalities Act (2010) is adhered to for improved, member-focused services.
- Ensure that all areas of the Unions comply with Data Protection Act (1998) legislation and that relevant staff are aware of Data Protection requirements.
- Responsible for operational and strategic risk management across the organisation.

## Financial and commercial management

- Responsible for the overall financial, resource and asset management of the Unions, ensuring the long-term financial sustainability of the organisations.
- Responsible for maintaining the commercial viability of the organisations and actively developing other income streams.
- Ultimate responsibility for finances providing regular reports to the Trustees and management team.
- Drive maximum value from the Unions' financial resources for the benefit of their student members.
- Ensure that the Unions have a viable business plan maximising ongoing financial stability, including an ongoing cost flow forecast linked to the income and expenditure budget, and deliver on this plan.
- Lead on negotiating the annual subvention and grants with key members of each university.

## People

- Own, develop and promote a positive culture within the staff team and officers at each Union.
- Ensure that staff engagement and morale are developed and maintained.
- Provide visionary leadership to a high-performing, member-focussed, forward-thinking and proactive staff team.
- Lead on developing the organisational culture as directed by the Boards.

- Lead the Unions' employees to deliver its aims and objectives with the standards of behaviour and performance expected of them.
- Responsible for ensuring that the Equalities Act (2010) is adhered to in employment
- To provide leadership, performance management, direction and coaching for direct reports.

## 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 your line manager.

## Person Specification: Interim Chief Executive

	Tested at application	Tested at interview
<b>Experience</b>		
Experience of successful strategic management and a track record of leading the formulation and delivery of high quality services and/or outcomes	✓	✓
Demonstrable record of embedding a member, customer or client-focused culture, and leading multi-disciplinary teams to achieve significant improvement and outstanding results	✓	✓
Significant management and leadership experience, including at senior level in a complex, multi-stakeholder organisation	✓	✓
Experience of leading successful change processes	✓	✓
A track record of developing successful partnerships with a wide range of stakeholders, and evidence of success in building and enhancing the reputation of an organisation with external bodies	✓	✓
Proven record of successful financial management, management of substantial budgets, interpretation of complex financial information and business planning, and proven commercial acumen	✓	✓
<b>Knowledge</b>		
A sound understanding of effective charity and/or students' union governance	✓	✓
Working knowledge of relevant legislation, including charity and employment	✓	✓
An understanding of best practice in people and talent management	✓	✓
An understanding of performance management	✓	✓

Skills and Abilities		
Ability to operate effectively in a democratic environment, with the political skills and acumen to develop productive relationships with Trustees and elected officers, building trust and confidence	✓	✓
Ability to think strategically and gain commitment to a clear vision and mission, and deliver results	✓	✓
Exceptional interpersonal skills and demonstrable emotional intelligence, with the ability to relate to, motivate and build trust and confidence with people at all levels	✓	✓
Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment		✓
Exceptional communication and presentation skills, with an ability to communicate ideas, issues and procedures successfully at all levels and act as an external ambassador		✓
Ability to influence and negotiate with stakeholders at all levels	✓	✓
Values, attitudes and personal style		
Visionary, creative and innovative strategist		✓
Empowering, authentic leader with high levels of emotional intelligence		✓
A positive, solution focused leader – able to make 'tough' decisions; determined and resilient in order to cope with the demands of the role		✓
Leads on equality, taking proactive steps to improve diversity and remove barriers to inclusion		✓
An excellent role model who promotes high standards of ethics, integrity and honesty		✓

## Job Description: Interim Director of Membership

<b>Role:</b>	Interim Director of Membership
<b>Accountable to:</b>	Interim Chief Executive
<b>Responsible for:</b>	40 members of staff across three departments: Policy and Advocacy, Communications and Engagement, Activities and Opportunities
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Central London, with offices at both LSESU and Arts SU, with occasional travel to other UAL campuses across London.
<b>Contract Start:</b>	1 <sup>st</sup> November 2018
<b>Contract End:</b>	17 <sup>th</sup> January 2020
<b>Salary:</b>	£50,000 - £53,000 per annum

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Our unique collaboration exists to allow our two organisations to make the greatest possible impact on students' lives and maximise 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 and thousands of volunteers, delivering across 14 sites across London.

### The role

The current Director of Membership, in post for over 18 months, will go on maternity leave for 14 months and we are looking for an Interim Director of Membership during this whole period. 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 Unions' key departments, including Policy and Advice, Student Activities and Opportunities and Communications and Student Engagement.

### Key responsibilities

#### Senior Management

- Work with the Chief Executive and Directors as part of the Unions' Directorate Team.
- Support the Chief Executive and Directorate Team in strategic leadership across the Students' Unions.
- 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.

- Lead on the Unions' Insight project through strategic gathering of feedback and responding to members' needs.
- Lead on the Unions' Impact projects, aimed at monitoring strategic performance across the organisations, ensuring we are measuring the impact of our work and clearly presenting this to our members, stakeholders, funders and staff team using dashboard and regular reporting.
- To contribute to the development and review of the Unions' strategic and operational plans, setting challenging, ambitious and impact-driven KPIs within the Membership Directorate.
- Overall responsibility for strategic planning and budgets relating to membership services.
- Report regularly to the Trustee Boards on the performance and impact of membership services across the Unions.
- Lead the identification and development of evidence-based new projects and ideas across the Unions to drive improved quality, performance or impact.
- Responsibility for commissioning, instructing and interpreting research to develop new opportunities across the Unions.

### **Service Delivery**

- Provide strategic and operational leadership for the three key membership services of the two unions:
  - Supported by the Head of Policy and Advice, you will lead on the unions' advocacy and lobbying, ensuring that our policy development ideas are student-focussed, evidence-based and impactful. You will be responsible for our academic representation systems,

- and ensuring that we are delivering a high-quality, confidential and independent advice service.
- Supported by the Head of Engagement and Communications you will provide leadership for our democratic functions, ensuring that we are compliant and legal whilst also achieving ambitious engagement targets. You will lead on ensuring that we are truly member-led, engaging high numbers of students in all of our activity and campaigns. You will also provide strategic leadership for our communications team, driving engagement through both physical and online communications.
- Supported by the Head of Activities and Opportunities, you will ensure that we are providing maximum opportunities for engagement in sports, societies, recreational and low-commitment activities, as well as supporting our creative and professional opportunities teams to develop our members to their full potential.
- Lead the Membership Directorate to meet the constantly changing needs of students, with a focus on increasing membership involvement, impact and levels of satisfaction.
- Ensure that the Memorandum and Articles of Association, byelaws and policies of the Unions are adhered to by all staff in membership services and reviewed where necessary.

## **Finance/Resource Management**

- Overall responsibility for budget management and development within membership services.
- To prepare and oversee budgets and financial plans for all membership departments, and ensure services operate effectively within budget.
- Responsible for initiating and exploring ways of improving efficiency and effectiveness and promoting 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 Unions.
- 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**

- 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 Unions.

- To advise and influence at senior levels within LSE, UAL and the Students' Unions.
- To meet and network with appropriate 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**

- Primary advisory and operational support for the Sabbatical Officers in relation to the Membership Development Manager.
- Foster a culture which encourages and facilitates involvement and feedback from Student Officers and Sabbatical Officers in plans and guides.
- 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 your line manager.

## Person Specification: Interim Director of Membership

	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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience	In depth experience in developing membership services within Students' Unions, membership or youth organisations.	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Substantial management experience, including oversight of multiple teams, across a number of sites.	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of developing innovative solutions and organisational wide strategic plans	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Substantial experience attending and participating in committees and boards with senior staff/officers	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of carrying out research and applying finding to outputs, and tracking outcomes	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of preparing, managing and controlling substantial budgets/resources/funding	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of reviewing and writing governing documents, and for committees, boards and senior officers	Essential	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Requirements		Essential / Desirable	Tested in application	Tested at Interview
	Experience of using or leading a team to use innovative marketing methods to increase engagement in an activity	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of advising staff and/or elected officers on policy and governance	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Experience of supporting membership activities	Desirable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Experience of supporting campaign work and elected representatives	Desirable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Knowledge about the student movement sector, democratically led bodies, charities and higher education	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Requirements		Essential / Desirable	Tested in application	Tested at Interview
	Empowering approach to leadership, with the ability to work effectively in a senior management role and influence other managers, and specialist staff	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Excellent written and verbal communication skills	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Strong interpersonal skills including negotiation, influencing and relationship building	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Attitude & Disposition	Commitment to professional development through involvement in training and progressively more demanding work/roles	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Commitment and positive attitude to working for the benefits in a student-led democratic organisation	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Ability to work under pressure and flexible in responding to varying workloads	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Commitment to the values of LSESU and Arts SU	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Requirements		Essential / Desirable	Tested in application	Tested at Interview
	Commitment to the principles and practices of equal opportunities, improve diversity, and values to promote ethical and environmental best practice	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other Circumstances	A willingness to take on ad-hoc projects within the Students' Union when necessary	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	A willingness to work flexible hours as required	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	To work on papers, and in exceptional circumstances work weekends to meet important deadlines	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Attend evening, board, committee and council meetings	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	To be on call for 'out of hours' emergencies	Essential	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

