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**Job Description**

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| **Job title** | Director of Membership Services |
| **Grade** | This post has been evaluated at Grade 6 |
| **Hours** | Full-time (Maternity cover)  |
| **Responsible to**  | Chief Executive  |
| **Responsible for**  | Advice Manager, Student Voice Manager, Student Opportunities Manager |

**Job Purpose**

* To deliver outstanding Membership Service initiatives in line with Union strategy
* To lead and develop the Membership Services teams to optimise strategic, financial and member and stakeholder perception objectives, forging stronger links with Falmouth University, the University of Exeter and FX Plus on collaborative projects
* To support, motivate and build the resilience of Sabbatical Officers and staff to ensure that opportunities for engagement, support and representation are maximised
* To deputise, as appropriate, for the Chief Executive

**Areas of responsibility**

* Responsibility for strategic leadership of Membership Services, ensuring strong and effective delivery of services and membership support; driving forward continuous improvement and innovation
* Contribute to the development of organisational research and insight in collaboration with the Director of Central Services
* To Act as the Deputy Returning Officer for all elections
* The post-holder is a member of the Students’ Union’s Senior Team, with joint corporate responsibility for the leadership and management of the Students’ Union
* Senior staff lead on key projects as identified by the Chief Executive

**Duties and Responsibilities:**

**Strategic Management and Leadership**

* To contribute to the development of Falmouth and Exeter Students’ Union Strategic Plan and develop strategies as appropriate for Membership Services
* To develop and implement a Membership Services strategy that responds to organisational needs and meets the objectives of the Strategic Plan
* To develop, implement and monitor annual business operating plans for Membership Services
* To take the lead in identifying and developing Membership Services
* To contribute to the attainment of quality standards and awards where appropriate
* To work with the Chief Executive and Director of Central Services to develop workplace culture as an integrated and cohesive team committed to collaboratively delivering its mission
* To collect information and update the Chief Executive and board on progress as required

**People Management**

* To provide leadership, direction and coaching for direct reports to ensure they work to the optimum of their effectiveness
* To co-ordinate the work and monitor the workloads of direct reports, undertaking performance reviews against agreed key performance indicators
* To identify individual training and development needs for direct reports, and assist in their development
* As directed by the Chief Executive to provide advice, structured support, mentoring, and an effective programme of development to the elected officers to help them fulfil their role to the benefit of students
* To support and take part in the recruitment of new staff
* To undertake performance management of staff including appraisals

**Financial Management in conjunction with the Chief Executive and the Students’ Union Finance Business Partner:**

* To be responsible for the annual setting, monitoring, and achievement of the Membership Services budget, and oversee, via delegated budget holders, budgets for each of the areas
* To report on a monthly basis on any significant variances to budgets and appropriate actions to address such variances
* To maintain financial controls and ensure all relevant financial information is received promptly, in accordance with the financial procedures
* To lead staff in best practice in financial management and to ensure that financial systems are adhered to at all times
* To ensure mutually beneficial relationships exist with suppliers and to oversee any contracts

**Service Delivery Management**

* To lead on and ensure the overall effective and efficient delivery of service across Membership Services
* To create a culture of excellent customer service, ensuring that staff treat all stakeholders in a friendly manner and do everything in their power to exceed their expectations
* To deal with feedback in a courteous, efficient and timely manner
* To ensure that all members of staff receive training in customer service that genuinely enhances the experience of all members and stakeholders
* In conjunction with the Chief Executive, be responsible for the development and maintenance of the Constitution and Bye Laws

**Compliance Management**

* To ensure operations are compliant with national and local legal requirements including Health & Safety and the Students’ Union’s internal procedures
* To have overall responsibility for liaison with FX Plus on all health and safety matters relating to Membership Services, ensuring that the Health and Safety Policy and appropriate legislation is adhered to.
* To contribute to the development and maintenance of UPSU’s Risk Register

**Stakeholder Management**

* To develop productive relationships with colleagues and stakeholders; notably within Falmouth University, the University of Exeter and FX Plus
* To play an active role as a member of the Senior Management Team, informing and influencing strategy at the Students’ Union.
* To maintain strong relationships and partnerships with the Universities, FX Plus, local community organisations, the National Union of Students (NUS) and other relevant stakeholders

**Sustainability**

* To work with the Chief Executive and Director of Central Services and key stakeholders to develop the Union sustainably.
* To take lead responsibility for the development and implementation of policies and practice

**Governance**

* Development of the Risk Register
* Contribution to the Trustee Board Evaluation
* Contribute to the development of Governance structures and processes

**Membership Services Activities**

* To ensure that representational structures supporting students studying in all locations are developed in line with the requirements of the Union and University
* To endeavour at all times to empower the elected officers to deliver their aims through the provision of training, advice, information, staff support and funding
* To ensure the development and delivery of appropriate training to volunteers and committee members enabling them to fulfil their roles adequately
* To constantly strive to increase student participation and engagement in Union activities
* To assist with the development and ongoing training of Sabbatical Officers, including a comprehensive induction programme
* Act as Deputy Returning Officer ensuring that all elections take pace in accordance with the Constitution and Byelaws and that they are fair and democratic
* To support the Sabbatical Officers in collaboration with the Universities to develop Academic Representation

**General:**

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* To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the Students’ Union to meet the needs of the organisation.

**Person Specification**

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| **Job title** | Director of Membership Services |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge (Education, training & experience)** |  |  |
| Educated to degree level or equivalent | X |  |
| Postgraduate degree in a relevant subject. |  | X |
| Experience of working in Higher Education and collaborative provision in particular |  | X |
| Experience of leading teams and stakeholders in the delivery of complex projects. | X |  |
| Track record in delivering business results through performance improvement. | X |  |
| Experience of writing high quality business documents. | X |  |
| A good understanding of data protection/GDPR regulations.  | X |  |
| Knowledge of all appropriate health and safety requirements for relevant services and facilities. | X |  |
| Experience of drafting and/or negotiating legal documents |  | X |
| Experience working in a member-led organisation  |  | X |
| **Skills** |  |  |
| Effective analytical and problem-solving skills. | X |  |
| Ability to undertake research and analysis.  | X |  |
| Demonstrable high level written, verbal and IT skills and previous experience of utilising these skills in both strategic and operational contexts, internally and externally.  | X |  |
| The ability to prioritise multiple strands of work in a busy environment and to work with a high level of autonomy, as well as working collaboratively with others. | X |  |
| Well-developed interpersonal skills, enabling effective communication with colleagues and external contacts with proven ability to convey information in a clear and accurate manner and a desire to resolve issues.  | X |  |
| Proven abilities in writing high quality, detailed reports for a range of audiences | X |  |
| Substantial experience of project management and managing activities within an agreed budget | X |  |
| An ability to think creatively and identify opportunities for collaboration and inter-disciplinary activities | X |  |
| Ability to turn problems into solutions quickly. | X |  |
| **Attributes** |  |  |
| Innovative and entrepreneurial in both practice and outlook | X |  |
| Accurate approach to work, with an excellent attention to detail | X |  |
| Highly self-motivated with excellent time management skills | X |  |