

# Recruitment Pack

Graduate Volunteering and  
Community Coordinator

November 2024

Dear Candidate,

Thank you for taking an interest in this role with us at University of Leicester Students' Union.

As an independent charity representing 20,000+ students, we provide a host of services and opportunities to inspire, represent, support and entertain the students of the University of Leicester.

Our mission is to be an empowering, innovative and inclusive student-led Union; championing their interests and providing a home away from home.

This role is within our Student Opportunities (Activities & Volunteering) Team who are situated in the Percy Gee Building. You will be responsible for the co-ordination of the student volunteering, fundraising and community engagement at the University of Leicester.

The following pages contain all of the relevant information in regard to the role summary and our recruitment process. Please ensure you check the deadline and return your application within this timeframe.

If you have any questions please email [SU-HR@leicester.ac.uk](mailto:SU-HR@leicester.ac.uk)

We wish you the best of luck with your application.

Kind regards

Kumaran

Director of Membership Services

# Application Process

## Personal Specification

The Person Specification is the list of criteria or requirements needed to be successful in the role. To be shortlisted you have to fulfil each of the essential tick boxes. You can demonstrate your abilities by giving examples of previous experience and skills that you believe are transferable. Pinpointing relevant experience and explaining them in your Cover Letter (as an attachment) will be valued to your application.

## Completing your application

To apply for this position please send an up-to-date copy of your CV and a Covering Letter, to [SU-Vacancies@leicester.ac.uk](mailto:SU-Vacancies@leicester.ac.uk), explaining how your experience and skill-set makes you the best candidate for the position.

In your email, please include the Job Title you are applying for and be sure to submit your application before the stated deadline.

## Shortlisting

All applications will be gathered by our HR department and then sent to the recruiting manager to review. The applications will also be sent to the recruitment panel for discussion. Candidates who meet the criteria are shortlisted for an interview.

## Interviews

The interview panel will consist of 3 members of staff including your line manager and an elected officer from the relevant department, who will ask competency-based questions on the specific needs of the role identified in the job description and person specification. For some roles, you may be asked to complete a task or presentation. If you are required to complete a task, you will be informed ahead of time. Ideally, you will have 7 days to prepare for your interview.

If you are unable to attend the interview, please inform us immediately so we can try to accommodate another date. Please keep in mind this is not always possible.

# Job Description

## Responsibilities Include:

- **External relationship management**
  - First point of contact for organisations that want to advertise volunteering opportunities via the Volunteering Hub and Students' Union activities
  - Regular communication with registered organisations to understand upcoming opportunities and student participation, e.g., following -up to establish volunteer numbers from Leicester
  - Updating contact information and encouraging registered organisations to maintain key information themselves
  - Manage information from registered organisations and contact them to ensure all the required documents are up to date
  - Creating resources and information to support organisations' registration of opportunities, including any documentation required
  - Reaching out to potential organisations and charities that may be suitable to register with the Students' Union via Volunteering Hub
  - Keep the rest of the Student Opportunities Team informed of changes to relevant processes, or projects, to ensure good collaboration and support.
  - Maintain regular communication with the University's Volunteering Team on behalf of the Student Opportunities Team, working closely with the relevant university staff members to support institutionally led volunteering activities
  
- **Assurance**
  - Daily review and management of registered opportunities
  - Collect and verify:
    - Public Liability Insurance for registered organisations
    - Risk Assessment for registered volunteer roles
    - Volunteer Policy from registered organisations
    - Charity status of registered organisations
    - Cross reference vacancy with University and Student Union policies
  - Review the suitability of volunteering activities being promoted by the organisation to ensure these are in keeping with the Union's values
  - See responses from registered organisations where questions or concerns are raised about volunteering opportunities
  - To provide guidance and support to Student Groups, Student Leaders and Officer Team on the delivery of projects and outputs that concern student volunteering
  
- **Student information**
  - Point of contact for student enquiries about volunteering by management of all related incoming communications.

- Maintaining and developing the Volunteering Hub webpages to ensure this information is updated and clear about how and where volunteering opportunities can be accessed
  - Develop networking opportunities for students, groups, elected officers, staff and external experts to support student volunteering and fundraising
  - Encouraging the use of the Volunteering Hub and helping student to log their activity and hours as part of their career development
- **Project support**
    - Administration and delivery of agreed fundraising and volunteering activities, this may include RAG Week, Volunteering Fair and National Student Volunteering Week.
    - Maintain excellent communication with (Deputy) Student Opportunities Manager regarding volunteering events being planned and larger projects taking place on and off campus.
    - Develop and promote regular events or projects that will foster student engagement in the communities
    - Supporting volunteering priorities and projects highlighted by the department and Community and Wellbeing Officer/ Communities Officer
    - Supporting the development and training plan of the department, which will involve meeting with student groups to support their development of volunteering as their Development Contact
    - Supporting collaborative projects between the Students' Union and the University
- **Community and Sustainability**
    - Work with the Activities Coordinator and support the Students' Union environmental action plan
    - Supporting sustainability to set good practices for groups and students, including supporting Sustainable Development Goal planning for student groups
    - Work with the Community and Wellbeing Officer/ Communities Officer and support the development of the Sustainability Network, including engagement and delivering of the projects of the student members
    - Manage and monitor the student group fundraising activities, including processing the Charity Donation Form and developing a tracking system
- **Marketing**
    - Work with the SU marketing team and the University's student communications team to promote the volunteering portal, and volunteering opportunities more broadly
    - Develop regular communication resources and promotion for student volunteering opportunities and community projects
    - Attending events (e.g., Welcome Week, Freshers' Fair, Festival of Careers) to promote the volunteering portal and volunteering opportunities for students
    - Work with the Marketing team to effectively promote volunteering and fundraising opportunities to the members of the Students' Union

- **Reporting**
  - Monthly reporting of volunteering data captured by the Volunteering Portal. Examples include, but not be limited to:
    - No. of organisations registered
    - No. of live volunteering opportunities
    - No. of students participating
    - No. of volunteering hours
  - Monthly reporting of student fundraising activities, including the amount of student group fundraising
  - Keep the Management of the Student Opportunities Team informed about volunteering and updated on these same figures when requested to support reporting to Executive Officers and Trustee board
  
- **Fundraising**
  - Overseeing of all affiliated student group led fundraising activities.
  - Review and updated our fundraising processes and ensure that they meet legal, charity commission and other legislative requirements. Examples include but not limited to ensuring that
    - Funds are raised for reputable charities only
    - Appropriate food safety provisions are put place
    - All funds raised are accounted for and donated to the charity concerned
  - Ensure that clear records are maintained of all fundraising activities and be responsible for the production of termly and annual fundraising reports.

## **Health and Safety**

Be aware of, and at all times comply with, all relevant policies and procedures and all relevant statutory responsibilities including fire safety arrangements, Health and Safety issues including moving and handling, COSHH regulations, etc.

## **General**

The post-holder will:

- Be required at all times to develop and maintain positive working relationships with colleagues, students, contractors, external stakeholders and all other individuals they come into contact within the course of their duties.
- To maintain up to date records of activity in line with GDPR
- Maintain at all times any confidential or sensitive information they are privy to in the course of their duties, which must not be shared with any unauthorised person unless expressly permitted to do so.
- Conform at all times to LSU Policies and Procedures with close attention being paid to Equal Opportunities and Equality & Diversity.
- Be flexible and adaptable where necessary in order to meet the ongoing service needs of LSU.
- To undertake any other reasonable duties and responsibilities as required by the Director of Membership Services.

# Person Specification

<b>OTHER ROLE SPECIFIC REQUIREMENTS</b>		
Willingness to undertake training necessary for the job role	✓	
Willingness to be flexible and work some evenings and weekends	✓	

<b>Description</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Education</b>			
Good general education, typically to the Higher/A level equivalent and/or University/College Degree	X		A
<b>Experience</b>			
Experience of volunteering, fundraising or participating in a student group	X		A / I
Experience of working in Higher Education Environment		X	A / I
Experience of customer service or enquiry management		X	A / I
Experience of dealing with key stakeholders at a variety of levels		X	A / I
<b>Knowledge</b>			
Good understanding of current issues and themes related to volunteering		X	A / I
<b>Skills &amp; Abilities</b>			
Ability to create and maintain strong working relationships with a wide range of stakeholders		X	A / I
Excellent written and oral communications skills	X		A / I
Ability to prioritise and handle multiple tasks	X		A / I
Ability to work with a diverse student population	X		A / I
Excellent customer service skills	X		A / I
Excellent planning, organisational and administrative skills – with a particular focus on attention to detail.	X		A / I
Self-motivated and self-reliant		X	A / I

Ability to motivate and support others		X	
IT competent with a working understanding of Microsoft Office, Social Media and website management.		X	A / I
<b>Values &amp; Behaviours</b>			
Desire to work within a democratic student led environment		X	A / I
Understanding and commitment to equal opportunities	X		A / I
Desire to work within organisation servicing a culturally diverse membership	X		A / I
Demonstrably high standards of personal integrity	X		A / I

## Details

Salary: £23,093

Hours of work: 37 per week, usually between 9am and 5pm but some flexible working is required to meet organisational needs

Location: Percy Gee Building, University Road.

Contract: Fixed Term until 31<sup>st</sup> July 2026

Reports to: Student Opportunities Manager

## Deadlines

Applications Close: 12:00 (noon) on Monday 9<sup>th</sup> December

Interviews: Monday 16<sup>th</sup> December