

Recruitment Pack

Project Coordinator (Retention and Wellbeing)

Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of over 20,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham and Medway in Kent.

GSU Advocacy and Policy Team is leading an award-winning outreach project that seeks to support students to stay and succeed at Greenwich. A team of part-time student staff call 1000's of students each term, supporting them to navigate University life, services and GSU. This role will support the award-winning team to deliver proactive supportive calls to students.

Opening: 12th April 2024

Closing: 13th May 2024 9:00am

Interviews: 23rd May 2024

Salary: £28,079 - £31,602

Hours of work: Full-time

Location: Avery Hill campus with some travel to other campuses

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically.

If you would like to have an informal chat about this opportunity please contact me at s.e.scott@greenwich.ac.uk

Good luck with your application and I look forward to meeting you.

Best wishes,

Steph Scott

Retention and Insights Manager



GSU PLAN 2026

**BECOME
YOUR BEST**

OUR NEW STRATEGY

GSU PLAN 2026

BECOME YOUR BEST

At Greenwich Students' Union (GSU) we're proud to have made transformative change over the last few years by acting on student feedback and working with our members to make our democracy more accessible, develop the quality and scope of our member services, improve our physical spaces and transform our communication methods.

Recently recognised as a Quality Students' Union, GSU now has an established physical footprint at our three campuses in Avery Hill, Greenwich and Medway, supported by our online spaces.

Our new strategy - GSU Plan 2026 - sets out our action plan that will take us into our next phase of development, ensuring our members are able to shape future opportunities and services. Our role as a Students' Union is to continually evolve our offer for the members of today and future generations.

We have one goal by 2026; supported by GSU and our services, our students to become their best at Greenwich and beyond.

We will focus our team and our time to represent student interests, working with our members to ensure you have access to:

- The best quality and inclusive education.
- Develop skills to be life ready.
- Be the best you can be while they study.
- Find where you belong at Greenwich.
- Take actions to protect our planet together.

Click here to read our plan in full - greenwichsu.co.uk/gsuplan2026

Our Services - Membership

Student Representation

Involvement with Student Assembly, campaigns, Elections and members representation;

Advocacy and Policy

Provide advice to all our members regarding academic process, housing, money and other issues. We work proactively to prevent student issues arising and secure an early intervention if needed.

Student Activities

Encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering

Identifying opportunities and providing support.

Finance

Central team responsible for financial activity and support across the Union.

Marketing

Supports communication activity for GSU and all its services, events and activities.

Organisation Development

Looking after HR, governance and training across GSU.



Our Services - Commercial

Lower Deck in Greenwich

The best student bar in Greenwich.

Tudor Café in Avery Hill

Selling takeaway food and coffee, snacks and confectionery, merchandise, groceries and toiletries.

Candy Shack in Avery Hill

Milkshakes by day, cocktails by night!

The Deep End in Medway

Selling hot food and drink, as well as grab-and-go options.

Greenwich Lookbook

Our shop selling University branded merchandise online and in our merch store in Greenwich.

Flagship Events

Offering venue hire in the heart of Greenwich (Avery Hill and Medway TBC).



Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck and The Deep End
Student prices on hot drinks in Lower Deck and Tudor Café
Student prices in Lower Deck and the Deep End on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within a week. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply use our online recruitment portal setting out how your experience, skills and values equip you for the role. In addition, you can submit a CV if you wish to do so.

Step 2: Complete the Equal Opportunities Monitoring information within the application form. This is not disclosed to recruiting manager or shortlisting team.

Step 3: Please submit in time for the stated closing date. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

As we have launched our ambitious 5-year strategic plan this post will play a key role at Greenwich Students' Union in supporting students to stay and succeed at university.

GSU Advocacy and Policy Team is leading an award-winning outreach project that seeks to support students to stay and succeed at Greenwich. A team of part-time student staff call 1000's of students each term, supporting them to navigate University life, services and GSU. This role will support the award-winning team to deliver proactive supportive calls to students.

You can find out more about the project on our website.
Student Hub - greenwicksu.co.uk/advice/check
Reporting Hub - greenwicksu.co.uk/gsub/wrproject

In this post you will :

- To supervise the retention calling project staff
- To support with escalations for students experiencing difficulties
- To spot trends in student issues and assist with reporting

We're looking for an enthusiastic candidate who has an interest in supporting our students to become their best.

You don't have to come from a higher education background, but you should have an interest in supporting students to succeed.

This role sits within the Advocacy and Policy Team and focus on making 1-1 timely interventions to support students to succeed as well as identifying broader trends in student behaviour to inform our strategic approach to services and support.

Reports to: Retention and Insights Manager

Responsible for: Supervising a team of student staff

Contract Length: Permanent

Salary: £28,079 p.a

Location: On-campus - Working mainly on Avery Hill campus in Eltham, with occasional travel to other campuses

Deadline for application: 9am Monday 13th May

Duties and Key Responsibilities

This post holder will be part of the Advocacy and Policy Team and will be expected to contribute to the department's wider objectives and planning.

Delivery of Outreach

- Coordinate the team to deliver outbound phone calls and taking inbound calls in a call centre model, including opening and closing
- Ensure that the quality of personal outreach delivery is consistent and in line with the agreed scripts and conversation structures to support students
- Ensure the team provide excellent customer service to students, at all times seeking to support students' needs appropriately, clarifying information and providing appropriate solutions
- Support other retention and wellbeing initiatives throughout the year

Supervision

- Support with training and development of student-staff team
- Support with the scheduling of shifts, monitoring of attendance and submitting of payroll
- Undertake 1-1's with student staff, identifying additional support

Signposting & Monitoring

- Keep accurate records of all calls and student outreach in line with provided data tools
- Support callers to identify potential concerns from students and signpost students to the most relevant support pathway
- Closely monitor for any safety or safeguarding concerns from students, and support with escalations
- Support with the analysis of issues and regular reporting as directed

Personal Learning and Responsibility

- Undertake all training and development as required within the role
- Take responsibility for personal learning and development

Duties and Key Responsibilities

General Responsibilities

- Represent and be an ambassador for GSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and/ or clients or staff and Project data.
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.

Personal Specification

Experience

- Relevant experience working in a customer or support service-aligned role
- Experience of time management
- Experience of working well within a team to achieve targets
- Experience drafting reports with an eye for detail.
- Desirable experience in a role utilising active listening and safeguarding skills

Knowledge

- Clear communication skills, particularly over the phone and by e-mail
- Ability to troubleshoot difficult situations, and deal with them calmly, efficiently, and effectively.
- Sensitivity and understanding for others, utilising active listening skills
- IT skills at a level that supports logging of data, email, internet, and database.
- Time management and organisational skills.
- Ability to engage with new people and build rapport quickly.
- Self-motivated with the confidence to work alone but can also work co-operatively and flexibly as part of a team.
- Ability to stay focused and efficient in the face of changing priorities.

Education/Training

- No specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is required

Essential Personal Attributes and other requirements

- A role model who promotes high standards of ethics, integrity and honesty.
- Able to travel between campuses on occasion. Mainly based at Avery Hill – free inter-campus bus service available.
- Works well in a team with a flexible approach to work.
- An ability to apply awareness of diversity issues to all areas of work. Commitment to the values and ethos of GSU.

Visa Requirement

Please note that the successful candidate will need to have the right to work in the UK. GSU is unable to sponsor an employment visa for this role.