

Job Description

Campus Coordinator

About Union

Union represents approximately 35,000 students at Anglia Ruskin University (ARU) across campuses in Cambridge, Chelmsford, Peterborough, Writtle and London. In addition, we provide a range of services; academic and welfare advice, support to students running societies and volunteering opportunities in and around the campuses. Whilst we play an important student representative role that sometimes sees us challenge the University, we work closely with them and support areas of delivery within their strategy.

Mission: A student-powered union where every voice matters, every campus connects, and good vibes are part of the culture.

Model: Five Campuses, One Union

Pillars and Foundation:

- A) We will put students in charge
- B) We will extend students' rights and opportunities
- C) We will build and nurture communities
- D) Multisite organisation and functionality

Job Title:	Campus Coordinator
Department:	Cambridge Campus Team
Reports to:	Cambridge Campus Manager
Responsible for:	Student staff
Grade:	2
Hours of work:	28
Place of work:	Cambridge campus

Purpose of the role:

Supporting and managing a student staff team to develop and enhance community-building initiatives, ensuring that students have meaningful opportunities to engage, connect, and feel welcome within our spaces. Oversight of the Union office and student space, working closely alongside elected student leaders and societies to help plan and deliver impactful events for students.

Key Responsibilities:

- Oversee the operations of the Union student space and office, including the supervision and support of student staff, while fostering a welcoming environment and promoting community building among students.
- Leading a student staff team in a fair, consistent and professional manner, ensuring they are effectively trained, supported, and regularly appraised to provide excellent customer service.
- Oversee the Welcome Desk Team to ensure that they take ownership and accountability relating to communication enquiries and that these are processed and responded to accurately and efficiently.
- Lead the development of our student spaces, implementing ideas for continual development and ensuring a high standard of service in maintaining a welcoming and engaging environment for students and visitors.
- Support and empower students to initiate, plan and deliver impactful community activities inline with our strategic objectives and ARU's Access and Participation Plan objectives.
- Ensure community engagement activities are inclusive and accessible to all students.
- Work directly with students to plan, coordinate and deliver relevant events and initiatives within the area of responsibility.
- Promote initiatives fostering community cohesion, student wellbeing and campus vibrancy.
- Develop strong relationships with the student community, university departments, clubs and societies and student networks.
- Collaborate with other Union staff members to share successful community-building practices.

Union expects all staff to participate in any training program considered relevant to your job and encourages all staff to participate in, and take ownership of their induction, personal development review, 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 Union departments. Union is fully committed to its policies and procedures on Equality and Diversity.

A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Welcome Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the organisation by displaying high standards of service, integrity, punctuality, politeness and professionalism.

Please note, that all employees are subject to pre-employment checks including a Disclosure and Barring Service check if required for the role.

Person Specification - Campus Coordinator

Criteria	Essential	Desirable	How Identified
Education/Qualifications			
Minimum G.C.S.E. or Level 2 equivalent English and Maths	P		E/A
Degree		P	E
First Aid certificate		P	E
Knowledge & Experience			
Experience of working with diverse groups of people	P		A
Experience of working with students, young adults, or volunteers.		P	A/I
Knowledge and understanding of the current issues affecting students, students' unions, and the Higher Education sector.	P		A/I
Knowledge and experience of safety management, including risk assessments		P	A/I
Experience of working in a customer-service related environment and the ability to recognise and deliver excellent service standards	P		A/I
Skills & Abilities			
Computer literacy and keyboard skills (Microsoft Office)	P		A
Ability to coordinate and deliver events		P	A/I
Excellent communication skills both written and oral	P		A/I
Time management and organisational skills	P		A/I
Ability to conduct research and analyse data		P	A/I

Ability to present in front of large groups	P		A/I
Personal Qualities			
Patience, enthusiasm, ability to motivate others	P		I
Commitment to working in a democratic environment	P		A/I
Flexible and adaptable approach to work and working hours	P		A
Customer focused with the ability to work with a range of people	P		I
Ability to display discretion, empathy, integrity and confidentiality	✓		A/I
Ability to work under own initiative	✓		A/I
Other			
Understanding of and commitment to the principles of equal opportunities	P		A/I
A desire for self-development and willingness to engage in training opportunities	P		I
Ability to travel independently to other locations when required	P		A