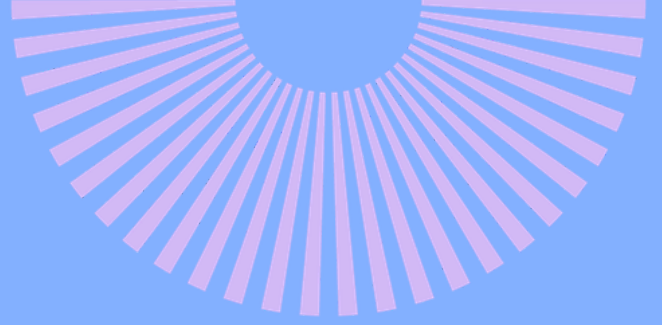


UNION
UNION



Student Voice Coordinator





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Welcome

Thank you for your interest in joining the Board of Trustees at Union.

As we move forward from our former identity as ARU Students' Union, this new chapter represents a pivotal moment for our organisation. Rebranding as Union reflects our ambition to be a modern, values-driven organisation that is clear in purpose, confident in voice, and united in its commitment to students and staff.

Our people are at the heart of everything we do. As we continue to develop our services and presence across campus, we are looking for a Student Voice Coordinator who can support day-to-day operations, deliver practical solutions, and help create an outstanding experience for ARU students. This role is a hands-on opportunity to contribute directly to initiatives that enhance campus life, support our teams, and strengthen our community.

You will work closely with colleagues and students to ensure our services run smoothly, challenges are addressed promptly, and opportunities for engagement are maximised. Your role will be vital in helping colleagues feel supported, students feel valued, and our campus thrive as a welcoming, inclusive, and vibrant place to learn and grow.

We are thrilled that you are considering joining us at such an exciting time. If you are passionate about supporting people, improving the student experience, and making a real difference across campus, we look forward to exploring how you could be part of XXXX's next chapter.

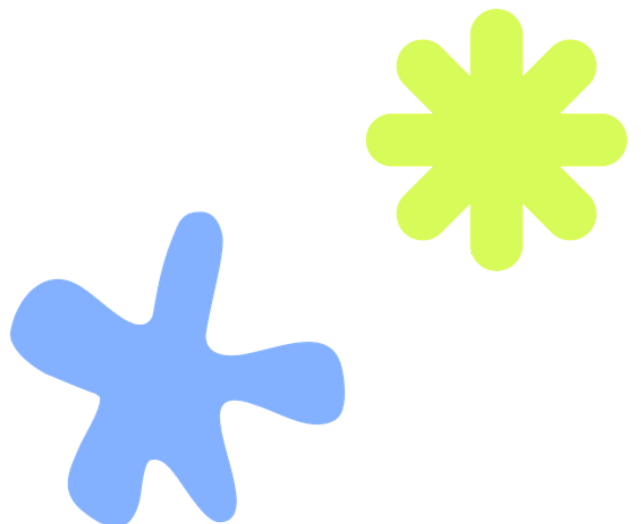
If you have any questions or would like to know more about the role, please don't hesitate to get in touch.



Rohan Rajesh
Union President



John Valerkou
Chief Executive Officer



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



Who We Are



This organisation is a registered charity and limited company supporting Anglia Ruskin University students across five distinct campuses, each offering unique opportunities and challenges for its 30,000 members. Led by annually elected sabbatical officers and a senior management team, it empowers a staff team of around sixty-five and fifty student staff to deliver representation, opportunities, and advice.

Directorates

We have three distinct directorates:

Student Leadership and Communities

Marketing, Enterprise and Insight

Central Services

Student Leadership and Communities

The Student Leadership and Communities Directorate leads on Union's core student-facing work, including Advice, Representation, Societies, internal Volunteering, Student-Led Projects, and Campus-Based Engagement.

Marketing, Enterprise and Insight

We deliver bold, insight-driven marketing, vibrant enterprise spaces, and data-led decision-making that together strengthen student connection, opportunity, and experience. By combining creative storytelling, welcoming commercial environments, and robust student insight, we ensure every service and campaign is purposeful, impactful, and truly shaped by our community.

Central Services

Our Central Services directorate underpins the Union with strong, people-centred HR support and robust financial and risk management, ensuring our organisation is stable, compliant, and ready to grow. By investing in our staff and safeguarding our resources, these functions create the foundations that allow every part of the Union to operate confidently, sustainably, and in the best interests of students.



THE OFFICER TEAM



Rohan Rajesh
Union President



Jeena Thomas
Education Officer



Ramees Nazar
Activities and
Opportunities Officer



Gawdham Melath
International and PGR
Officer



Roshan Lal
Welfare and Liberation
Officer



Nayem Hassan
London Campus Officer



Ashmin Shaju
Peterborough Campus Officer



Amelia Brewer
Writtle Campus Officer

Student Voice Coordinator

Job Description

Job Title: **Student Voice Coordinator**

Department: **Peterborough Campus Team**

Reports to: **Peterborough Campus Manager**

Hours of Work: **28 hours per week**

Place of Work: **Peterborough Campus**



Purpose of Role

The Student Voice Coordinator will play a key role in engaging students in the democratic and representative functions of the Union, ensuring students are empowered to shape and enhance their university experience through meaningful participation and positive change.

The post-holder will support, encourage, and develop student leadership roles across the campus, with a primary focus on Volunteering Officers and Course Representatives, while also supporting elected Paid Officers.

Key Responsibilities:

Student Representation

- Organise and deliver lecture visits and induction presentations to promote student engagement in Course Representative elections and Student Leader elections, encouraging participation in both standing for and voting in elections.
- Liaise with Course Leads to coordinate and facilitate in-class Course Representative elections.
- Develop and maintain effective working relationships with a diverse range of faculty staff, including Departmental Administrators and Course Leaders.
- Support the ARU Peterborough Course Administrator in organising Course Feedback Forums, including providing accurate Course Representative information and attendance details.
- Promote key forum dates and representative opportunities to Course Representatives and the wider student body, working collaboratively with the Communications Team on promotional materials, posters, and social media campaigns.
- Deliver training sessions for student representatives to ensure they are equipped with the knowledge and skills required to carry out their roles effectively.
- Identify, source, and coordinate additional training opportunities for volunteers where appropriate, such as First Aid training.
- Support and advocate for Course Representatives by addressing student concerns and liaising with relevant academic staff and support services.
- Maintain regular communication with student representatives through meetings, informal catch-ups, social events, website updates, and email communications.
- Develop and maintain accurate records and databases of elected Course Representatives, identifying and addressing gaps in representation where necessary.

Student Voice Coordinator

Job Description

- Ensure all Rep Hub webpages and online resources are accurate, relevant, and regularly updated.
- Produce reports relating to democratic processes, student engagement, campaigns, and representation activities for a range of audiences.
- Deliver training to Course Representatives on volunteer hour logging procedures and systems.

Student Leaders

- Take an active role in the recruitment, training, and ongoing development of Volunteer Student Leads, ensuring they possess the skills and knowledge required to fulfil their responsibilities effectively.
- Provide comprehensive support to the ARU Peterborough Student Leader and Volunteer Student Leads in planning individual and organisation-wide campaign priorities through effective project planning.
- Coordinate and administer student election processes, including organising election stalls and ballot stations, ensuring all elections are conducted democratically and in accordance with Union policies and procedures.
- Provide guidance and support to candidates and students throughout the election process.
- Offer ongoing support and development opportunities for Officers, Student Leads and Student Representatives.
- Ensure all relevant student leadership webpages and online resources are maintained and updated regularly.
- Support the Peterborough Officer in organising and delivering monthly Student Assemblies, including promoting student engagement and publicising event agendas and discussion topics.
- Prepare and support Student Leads for effective participation in committees and meetings, including producing relevant training and promotional materials.
- Deliver training to Volunteer Student Leads on volunteer hour logging procedures and systems.

Committees and Forums

- Prepare briefing notes and provide clear, concise written feedback following Union and University meetings.
- Organise and facilitate University Feedback Forums in collaboration with ARU Peterborough Senior Leaders and Personal Assistants, including producing “You Said, We Did” feedback summaries.
- Support ARU in recruiting student representatives to participate in Academic Board committees and subcommittee meetings.
- Attend academic committee meetings and provide support to student representatives participating in those meetings.

Student Voice Coordinator

Job Description

- Prepare and support Students for effective participation in committees, including producing relevant training materials.
- Maintain accurate data relating to student representation, participation, progression, engagement, membership, and activity levels.

Administration

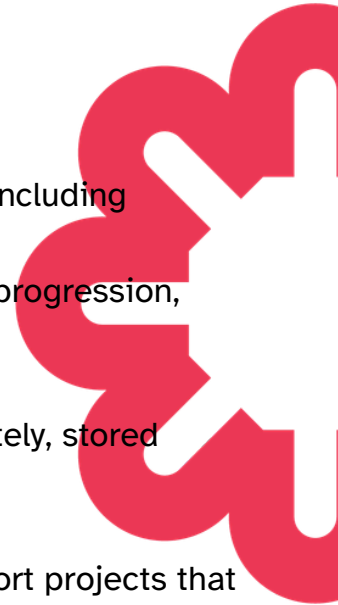
- Ensure all paperwork, records, and documentation are completed accurately, stored securely, and kept up to date.
- Ensure compliance with all Union policies and procedures.
- Assist in identifying and sourcing external funding opportunities to support projects that enhance the student experience.
- Support and promote the Union's environmental sustainability policies.
- Carry out all duties in accordance with the Equal Opportunities Policy and Student/Staff Protocol.

Health and Safety

- Ensure appropriate risk assessments are completed and maintained for all Union activities taking place on the ARU Peterborough campus.
- Ensure full compliance with health and safety policies and procedures.
- Undertake checks to ensure appropriate operational procedures are in place and report any concerns or deficiencies to the line manager to safeguard participants.
- Ensure compliance with Disclosure and Barring Service (DBS) legislation and associated procedures.

General Duties

- Act as a welcoming and professional first point of contact for ARU Peterborough students, delivering a consistently high standard of customer service.
- Provide cover for the Welcome Desk as required, including the sale of merchandise and maintaining stock levels of free promotional items.
- Contribute actively to the planning and delivery of large-scale campus events, including Welcome Week activities.
- Attend and contribute to team meetings, Union meetings, and meetings held across other campuses, including Cambridge, Chelmsford, Writtle, and London.
- Undertake any other duties or projects reasonably required by the Union that are consistent with the responsibilities and level of the role.



Office and Front Desk Coordinator Job Description

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.



Office and Front Desk Coordinator Person Specification

Criteria	Essential	Desirable	Identified
Education & Qualifications			
Minimum GCSE or Level 2 equivalent English and Maths	✓		E
Degree		✓	E
First Aid Certificate		✓	E
Knowledge & Experience			
Sound experience working within democratic, representative or administrative structures in an Education setting	✓		A
Sound experience supporting activities, trips or cultural events		✓	A
Knowledge of issues affecting students in higher education	✓		A/I
Building relationships with a diverse range of personnel	✓		A/I
Delivering training workshops in relevant skills	✓		A/I
Providing briefings for committees and meetings	✓		A/I
Skills and Abilities			
Computer literacy and keyboard skills (Microsoft Office)	✓		A/I
Ability to coordinate events	✓		A/I
Excellent communication skills both written and oral	✓		A/I

Office and Front Desk Coordinator Person Specification

Skills and Abilities			
Time management and prioritising skills	✓		A/I
Ability to work with others; sharing goals and updates and providing hand over materials.	✓		A/I
Personal Qualities			
Patience, enthusiasm, ability to motivate others	✓		A/I
Commitment to working in a democratic environment	✓		A/I
Flexible and adaptable approach to work and working hours	✓		A/I
Student focused,with a calm, approachable manner	✓		A/I
An ability to work independently and with team members in remote locations	✓		A/I
Other			
Understand of and commitment to the principles of equal opportunities	✓		A/I
A desire for self-development and willingness to engage in training opportunities	✓		I
Ability to travel independently to other locations when required.	✓		A

How To Apply

Simply head over to arunion.co.uk/jobs, navigate to the role you'd like to apply for and complete the online application form. Unfortunately, we don't accept CV's, or applications that are sent by email, so ensure you complete the application form via the application portal. Any questions please send them to: recruitment@arunion.co.uk

The closing date for applications is Sunday 12th July 2026. Panel interviews will be held in Peterborough on 20th and 22nd July.

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

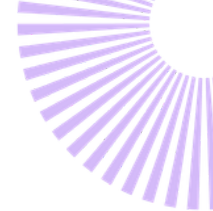
At Union ARU, we're committed to building a workforce that truly reflects the diversity of the community we serve. We welcome applications from people of all backgrounds, regardless of gender, age, nationality, ethnicity, sexuality, religion, or disability.

Every candidate is treated fairly, and all appointments are made based on merit. If you have any questions about any of our roles, please feel free to contact us at recruitment@arunion.co.uk

APPLY NOW



Staff Benefits



Staff Benefits
Financial Wellbeing
Equal contribution pension with 3x Salary Life Assurance
Medicash Health Cash plan
Free Tea & Coffee provision
Professional Development
Short training courses
Accredited Qualifications
Conferences
Mentoring and Coaching
LinkedIn Learning and ARU Courses
Perks
Cycle to Work Scheme
Tech Scheme
Summer and Winter Celebrations
Discounts on Hot Food in our Outlets

Hot drink loyalty cards in Cambridge, Chelmsford and Writtle
Milestone Birthday recognition
Allowances
Enhanced family leave: Maternity and Paternity or Co-Parental Leave
Enhanced statutory leave provisions
Leave and Time Off
25 - 30 days annual leave plus 8 bank holidays
Up to 7 closure days in addition to annual leave
Work Life Balance
Hybrid and flexible working
Health and Wellbeing
Employee Assistance Programme
Paid time off for medical appointments
Wellness hours
Gym discounts (through ARU)



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