



WINCHESTER
STUDENTS' UNION

STUDENT VOICE COORDINATOR

APPLICATION PACK



Scale 3.1 (£26,772 per annum)

Fixed term maternity cover for up to 12 months

Hours: 37.5 hours per week



STUDENT LED. STUDENT DELIVERED. STUDENTS EMPOWERED



On behalf of the officers, trustees and staff, thank you for your interest in the role of [Student Voice Coordinator](#) at Winchester Students' Union. Our commitment to meaningful student voice and representation sits at the heart of everything we do, and this role is fundamental to our mission.

The Student Voice Coordinator plays a key part in empowering students to shape their courses, their Union, and the decisions that affect their university experience. From delivering our Student Academic Representatives (StARs) scheme, to facilitating our democratic processes and championing student-led change, the work you do will ensure students feel heard, valued and able to make a real difference.

We are looking for someone who is organised, collaborative and passionate about student engagement; someone who can bring creativity, clarity and energy to our representation and democracy work. You don't need to have worked in a students' union before; what matters most is your commitment to amplifying student voices and building strong, positive partnerships across the University. We look forward to hearing from you!

Alex

Alexandra Wilson
President of Winchester Students' Union



ABOUT US

Winchester Students' Union is a registered charity and a company limited by guarantee, based within, but separate to, the University of Winchester in the heart of Hampshire. We are led by students, supported by volunteers and staff, and are dedicated to representing and supporting our student members, as well as providing a wide range of opportunities, activities and events across our Education, Welfare, Activities and Commercial Zones, all to enrich the student experience.

All students automatically become members of the Students' Union at enrolment, meaning we have a rich, vibrant and diverse community, and we seek to ensure that we provide commensurate representation, advocacy, and opportunity to meet the expectations of this membership.

Above all we cherish the opportunity to express our values of being creative, engaging, supportive and honest. We keep these firmly in mind when seeking to realise our vision of **empowering our membership** through the creation of innovative and inclusive **student-led, student-delivered** activities and opportunities.

OUR PEOPLE

Each year students elect a team of elected officers from the membership, who lead the work of WinchSU on behalf of student members. WinchSU campaigns and advocates on behalf of students on priorities determined by our student leaders, which has ranged from securing cost of living funding and resources for students in hardship, to reviewing and developing student representations at programme and faculty level.

Winchester Students' Union has a small but knowledgeable, enthusiastic, and dedicated staff team whose purpose is to support and realise the goals of the student leadership, alongside ensuring compliance to organisation strategy, statutory compliances and other stakeholder and board set targets.





ABOUT YOU & THE ROLE

Our Student Voice Coordinator plays a central role in championing student representation across Winchester Students' Union. You will be responsible for coordinating the day-to-day delivery of the StAR scheme, supporting student leaders, and helping to ensure that every student has the opportunity to shape their educational experience. The role also supports the Union's wider democratic functions, including Union Elections, and key engagement events throughout the year.

Working closely with elected Officers, University partners, and Union colleagues, you will help build strong systems, deliver effective training, and create the conditions in which students feel confident and empowered to speak up. You will also play a vital part in gathering student insight, analysing trends, and ensuring that student voice contributes meaningfully to decision-making and campaigns.

You will be organised, proactive, and comfortable balancing multiple projects at once. Strong communication skills, an ability to build relationships, and a genuine passion for student engagement are essential. Experience in student representation, education, or democratic processes would be valuable, but what matters most is your ability to support others, think creatively, and bring clarity and enthusiasm to a varied and fast-paced role.

This is a great opportunity for someone who cares about student experience and wants to make a tangible difference. If you are motivated by empowering others, facilitating positive change, and helping students to have their voices heard, we would love to hear from you.

YOUR APPLICATION

Application for this role is made via a two-part form. '[Application form 1 – Employment](#)' is for you to detail your suitability for the post on offer. '[Application form 2 – Personal details](#)' captures relevant information about you in order for us to process your application.

We particularly welcome applicants from Black, Asian, Minority Ethnic (BAME) candidates. Those applicants who indicate that they are a BAME candidate and who meet the minimum specifications for this role will be guaranteed an interview.

We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement, or once in post.

STAFF TEAM BENEFITS SUMMARY

Full details of benefits will be provided to the successful candidate via staff handbook and letter of appointment.

- **GENEROUS HOLIDAY ALLOWANCE:** 28 days plus bank holidays, plus, any additional 'University closure days' over Christmas
- **SICK PAY:** The Union offers a very generous sick pay entitlement should you become ill and unable to work
- **LONG SERVICE:** 5 additional days leave is granted after 5 years continuous service
- **STAFF SOCIALS:** We seek to organise at least two free social events per annum including Christmas and Summer
- **TOTUM CARD:** All Union staff (+50% FTE) are entitled to a TOTUM student discount card free of charge
- **COFFEE:** All staff can take advantage of our very generous staff rate at our in-house coffee shop.
- **CLOTHING:** 10% Clothing discount in our shops

- **EMPLOYEE ASSISTANCE PROGRAMME:** Staff have free access to an Employee Assistance Programme which provide a range of support and advice services including health assessment tools, debt advice, dependent care coaching, parenting, childcare, disability and illness, immigration, consumer rights, bereavement and loss, maintaining a work-life balance.
- **EYE CARE:** The Union will pay for an annual or biennial eye test for relevant staff members and make a contribution to the cost of new glasses
- **FAMILY FRIENDLY POLICIES:** The Union is committed to helping staff balance the demands of work and family and, as such, has adopted a range of family friendly policies.
- **FLEXIBLE WORKING:** The Union welcomes a flexible working environment
- **PERSONAL DEVELOPMENT:** With a dedicated training & development budget, we are committed to our staff team having opportunities to develop their skills.

STUDENT VOICE COORDINATOR – JOB DESCRIPTION

TITLE:	Student Voice Coordinator
RESPONSIBLE TO:	Head of Membership (Deputy CEO)
CONTRACT:	<i>Fixed term maternity cover for up to 12 months</i>
HOURS:	37.5 hours per week
RATE OF PAY:	Scale 3.1 (£26,772 per annum)
PLACE OF WORK:	Winchester Students' Union, King Alfred Centre (SO22 4NR)

PURPOSE OF THE POST

Working closely with the Students' Union elected Officers and Head of Membership, the primary purpose of the post is to support and enable student voice and representation at Winchester, ensuring that the Students' Union is empowering and engaging students and student representatives to have a strong voice that shapes the organisation and institution as well as their own educational experience.

This role will be responsible for the day-to-day running of the Student Academic Reps (StARs) scheme and also provide support and assistance across the Students' Union's representation and democracy functions, and to help increase student engagement in our democratic processes and wider student voice work, ensuring that our systems and procedures are appropriate and engaging to our membership.

DUTIES

A. DELIVERY OF STUDENT ACADEMIC REPRESENTATIVES (STARS) SCHEME

1. Alongside elected Officers, ensure effective delivery and promotion of the StARs scheme; supporting the development and delivery of StARs elections, including creating and administrating online systems to ensure smooth communication and effective liaison with Programme Leaders and Programme Administrators to facilitate a partnership approach to the StARs scheme and engagement with Student-Staff Liaison Committees (SSLCs). Work with University colleagues to ensure that active StARs are aligned to every course.
2. Develop and deliver StARs training, both in-person, online, and self-directed, administering and keep current an up-to-date record of all StARs representatives, including keeping training records and tracking StARs rewards
3. Liaise regularly with StARs to ensure they are aware of and have access to the necessary resources to undertake their roles, maintaining regular contact and providing engaging toolkits online.

4. Support Student Chairs and Deputy Student Chairs with their additional responsibilities, including running dedicated training and follow-up support sessions and resources.
5. Monitor the scheme as a whole through research and impact analysis, maintaining the StARs database, monitoring attendance at SSLCs, and work to improve engagement through targeted outreach work where required.
6. Read, review and analyse minutes of SSLCs to identify recurring themes across the student body, creating semesterly SSLC Reports; and briefing elected Officers ahead of being presented at key University meetings. Work with elected officers to enable Union campaigns to be developed based around common issues.
7. Enhance the personal and professional development of StARs and encourage a sense of community among elected representatives, for example through extracurricular StARs events and activities. Facilitate the means for StARs to network with each other throughout the year.
8. Communicate major changes as a result of StARs' work in SSLCs to the wider team, ensuring the Union is actively celebrating their successes. Help promote the positive impact that the StARs scheme has across the University.

B. SUPPORT THE DEMOCRACY AND REPRESENTATION FUNCTIONS OF THE UNION

1. Support the effective delivery of democracy and representation functions of the Union, providing administrative and organisational support for Union Elections, Zone Open Forums, Student Senate (and any subcommittees, including Officer Review Panel), in line with the Union's governance structures. This may include advising on constitutional requirements, administration of policy votes and taking minutes where necessary.
2. Support relevant Sabbatical Officers and the Head of Membership to develop and deliver training to students involved in our democratic processes, including elections candidates and elected representatives, including officers and members of Student Senate. Provide student representatives, of all levels, with the skills and knowledge to effectively represent their peers within the University and Students' Union.
3. Work closely with the Deputy Returning Officer to support the effective delivery of successful Union elections, including supporting with candidate development activities, developing new and creative methods of recruiting candidates and voters to promote maximum engagement with elections, enhancing elections engagement from members, reviewing election performance annually.
4. Play a key role in the organisation of the Union's Annual Student Meeting (ASM), helping to strategically maximise participation and engagement.

5. Support the Head of Membership with the accurate recording of data on student engagement. Support the evaluation of the democratic structures at Winchester and measure impact across the institution.
6. Work with elected officers to support students to mobilise and campaign on the issues that matter to them. Help promote the positive impact that engaging in our democratic processes and procedures has for our members.
7. Develop a good understanding of the Union's governance documents, policies, democratic processes and procedures. Maintain a good understanding of relevant University processes and procedures.

C. DELIVERY OF WIDER STUDENT VOICE AND STUDENT ENGAGEMENT WORK

1. Working closely with Elected Officers and the Head of Membership, support the Union's wider work across relevant areas of the Union (in particular the Education Zone, and where required the Welfare Zone), supporting ongoing projects and activities as well as one-off events to support the needs of students.
2. Facilitate the Union's "Speak Week" alongside elected officers. Research and gather current students' views and bespoke evidence and use this to facilitate comprehensive reporting, including internally within the Union and externally to the University and/or Office for Students student submissions. Support the analysis of a range of both quantitative and qualitative data including from the National Student Survey (NSS), Speak Week Survey, and other relevant internal surveys and produce reports and briefings as required.
3. Where required, undertake collaborative work with staff and officers in the Welfare Zone; supporting and/or providing limited advice and other coverage for the remit of the Students' Union Advisor in their absence or at busy periods
4. Design, maintain and improve systems that support student representation including voting platforms, databases, e-forms, data collection, and systems to capture student opinion
5. Facilitate the deployment of further student voice outlets, such as online student voice platforms, helping students to raise issues and feedback on their courses.
8. Maintain and update content within the relevant sections of the Union's website, producing regular updates, briefings, reports, blogs and contributing to Union newsletters.
9. Support the Union's Student Advisor to monitor trends relating to academic life, identifying problems or issues and highlighting these to elected officers and the Head of Membership to address.

10. Work with relevant stakeholders to promote national campaigns affecting student's academic interests e.g. National Student Survey, NUS campaigns.
11. Develop effective working relationships with students, student representatives, Elected Officers and University staff to ensure a successful partnership in the development of student voice and student engagement work.

E. GENERAL RESPONSIBILITIES

All Students' Union staff are expected to work within the ethos of the SU and strive to achieve the following:

1. To work co-operatively with other Students' Union staff and officers, as well as relevant external organisations.
2. To adhere to the highest standards, especially of customer service.
3. To promote a positive and professional image of Winchester Students' Union to its members, customers, stakeholders and other external people.
4. To maintain a flexible approach to duties and hours of work.
5. To observe the correct line management and reporting procedures.
6. To observe strict confidentiality and to work within the dictates of the Union's Data protection and privacy policies.
7. When on duty, to be of smart appearance and adhere to Uniform policy, where in place.
8. To follow the Students' Union Articles of Association, Bye-laws and other policies at all times.
9. To undertake any training deemed necessary by your line manager(s).
10. To undertake any other appropriate duties at the request of your line manager or their delegate.

STUDENT VOICE COORDINATOR – PERSON SPECIFICATION

Criteria	Essential	Desirable
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KNOWLEDGE (education, training & experience)

Good general education, to degree level or equivalent	✓	
Understanding of student representation, feedback mechanisms, or democratic processes within an education or membership-based organisation	✓	
Experience of gathering, analysing, and summarising qualitative and/or quantitative data	✓	
Experience of planning, coordinating, or delivering training, workshops, or events		✓
Experience of working in a student-facing, support, engagement, or administrative role		✓
Good understanding of Winchester Students' Union		✓

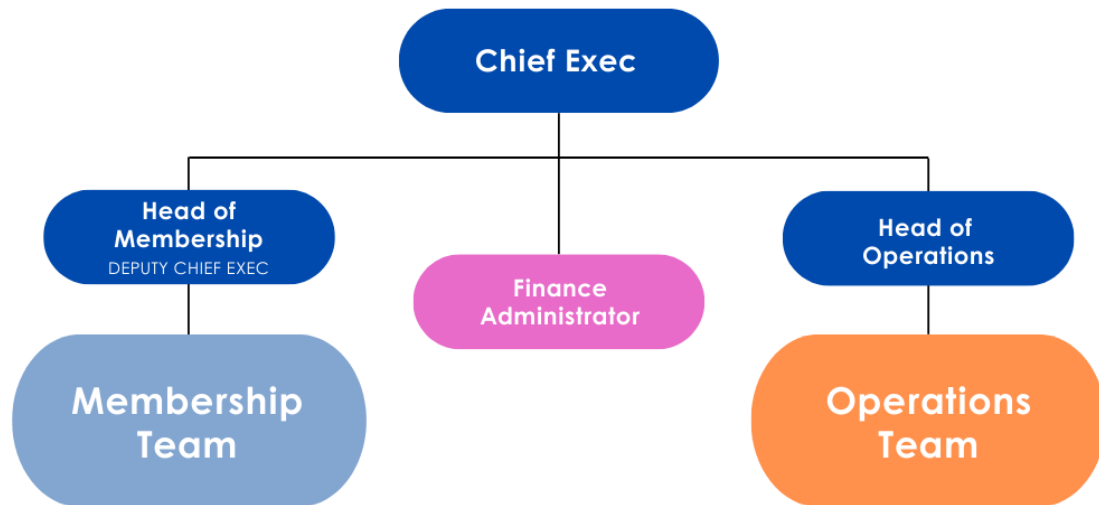
SKILLS

Excellent organisational skills, with the ability to successfully coordinate multiple tasks simultaneously	✓	
Strong written communication skills, including the ability to produce clear reports	✓	
Confident verbal communicator, able to engage effectively with a wide range of stakeholders	✓	
Strong time management skills, including the ability to prioritise effectively, meet deadlines, and manage fluctuating workloads	✓	
Confident in using digital systems and tools, including effective use of Microsoft Office 365, including Excel	✓	
Successful work in a busy/distracting environment	✓	
Effective administrative support skills	✓	

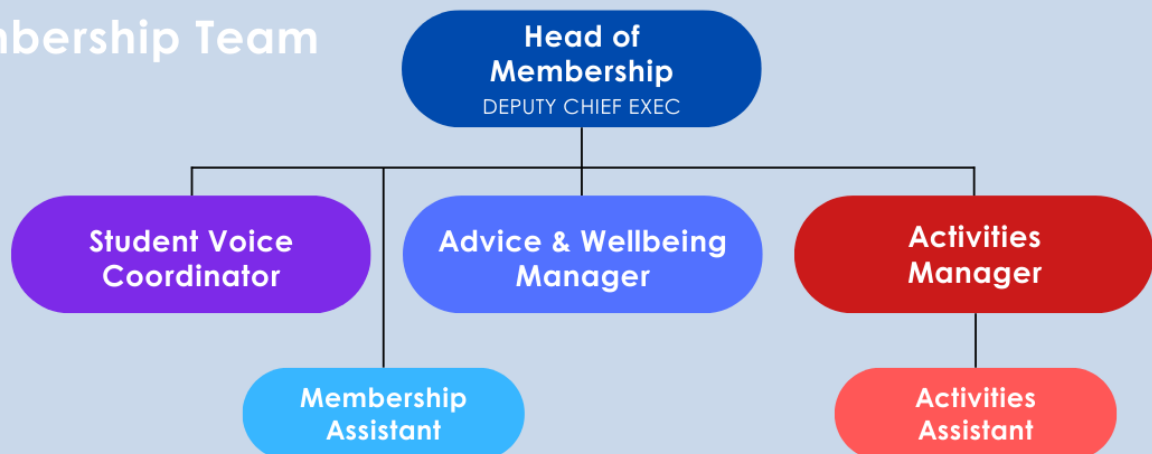
ATTRIBUTES

Detail-focused, reliable, and able to maintain accuracy in work	✓	
Ability to work independently, using own initiative	✓	
Effective team working; ability to empower and motivate others and work collaboratively	✓	
A flexible, proactive and adaptable approach to work	✓	
An appreciation of the importance of student feedback and engaging student voice	✓	
A strong commitment to equality, diversity and inclusion	✓	
Committed to supporting our charitable vision and passionate about empowering students	✓	

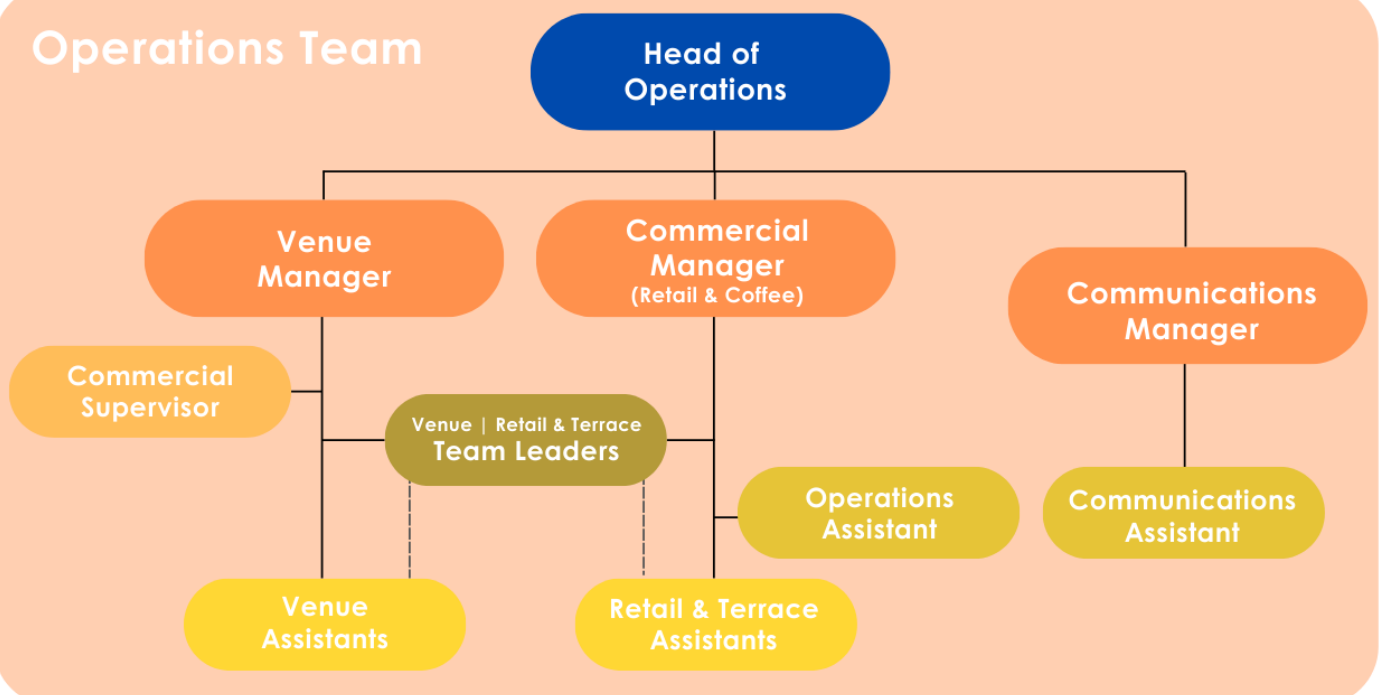
STAFFING STRUCTURE



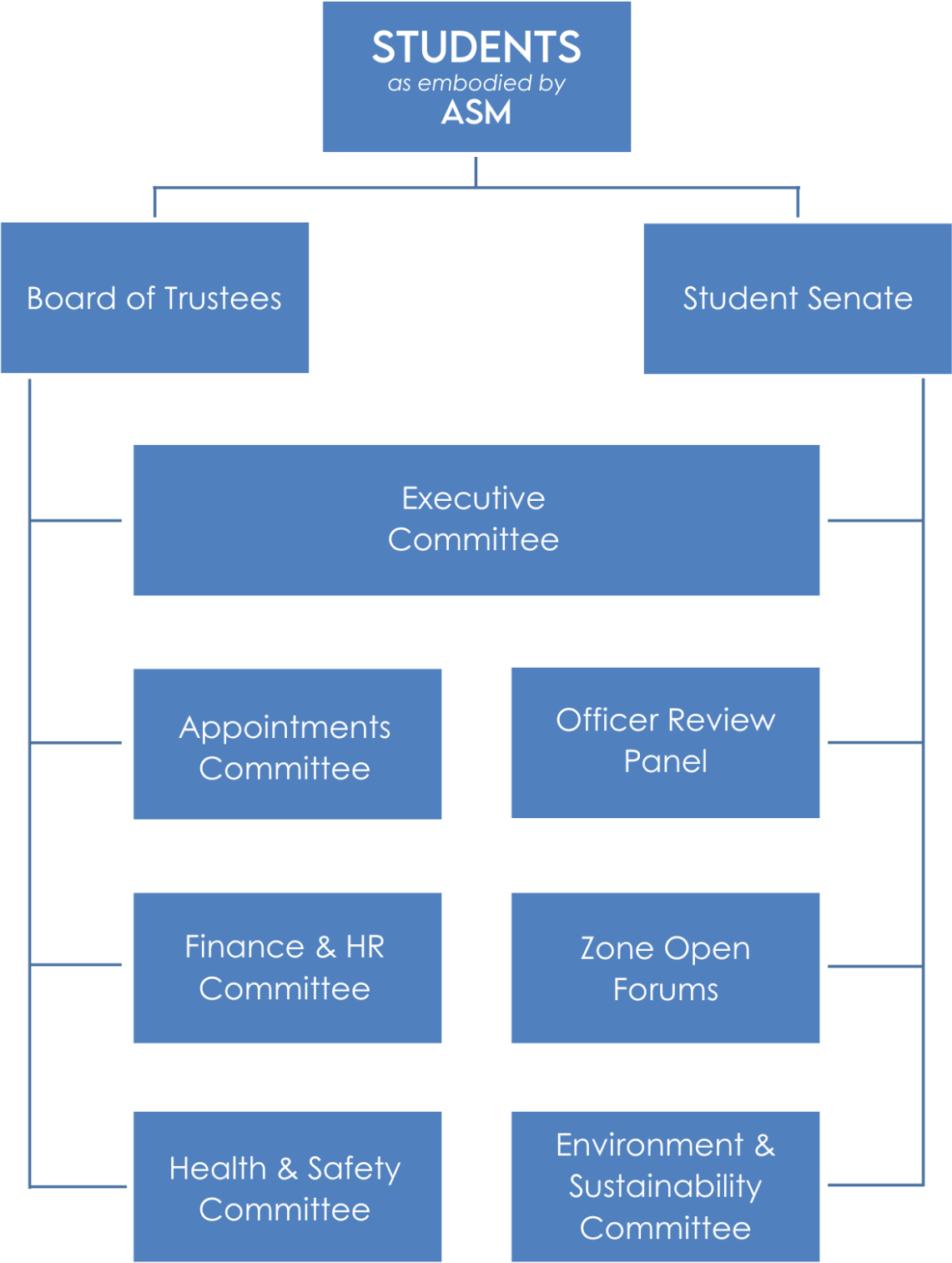
Membership Team



Operations Team



DEMOCRATIC STRUCTURE



WINCHESTER STUDENTS' UNION STRATEGY

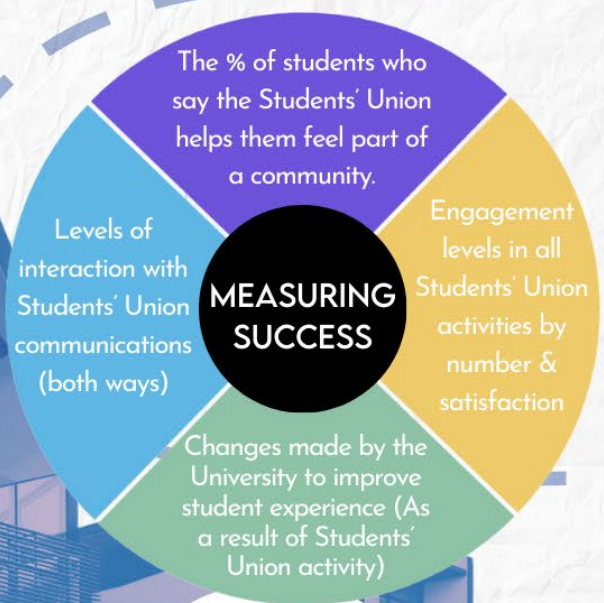


OUR MISSION

Student Led, Student Delivered.
Students Empowered.

OUR VISION

Winchester Students' Union will **empower** our membership through the creation of innovative and inclusive student led, student delivered opportunities, activities and representation.



OUR PRIORITIES

PRIORITY 1

Building strong communities for our diverse student body to belong; championing equality.

1

PRIORITY 2

Combating loneliness and building citizenship and life skills through a framework of peer-to-peer support.

2

PRIORITY 3

Empowering our student leaders and volunteers, through suitable skills and development, and reward & recognition, to have the best experience in their role.

3

PRIORITY 4

Developing our physical and online presence including website and social media channels; be accessible; be where students are.

4

PRIORITY 5

Representing our members - ensuring authentic student voice is sought, heard and action at all levels within both the Students' Union and University.

5

PRIORITY 6

Ensuring our members understand what we do and how to access our opportunities, services and support.

6

PRIORITY 7

Seeking and providing great feedback to members on all aspects of our work.

7

PRIORITY 8

Ensuring the Students' Union is focused on student priorities through effective insight-gathering and campaigns.

8

PRIORITY 9

Ensuring our members understand that spend in our commercial activity supports the whole Students' Union (as a not-for-profit organisation).

9

PRIORITY 10

Improving collaboration and partnerships with the University to achieve the best experience for students.

10

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WE ARE

DEFEATING STEREOTYPES

YOUR APPLICATION

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Download Application Forms here:

<https://www.winchesterstudents.co.uk/svc26>

Contact the Hiring Manager:

Tiffany.Jones@winchester.ac.uk (Head of Membership, Deputy CEO)