



CHRIST CHURCH
STUDENTS'
UNION



DEPUTY CEO Recruitment Pack



A MESSAGE FROM OUR **PRESIDENT & CEO**

On behalf of the Board of Trustees, thank you for expressing an interest in becoming Christ Church Students' Union Deputy Chief Executive Officer.

We are a vibrant and exciting membership organisation on a journey towards expanding our services to better serve and represent all 24,000+ students at Canterbury Christ Church University. Coming to university is a life-changing experience, and the Students' Union is here to support members, from application through to graduation and beyond.

Creating and building communities is a large part of what we do, and with over 100 student-led clubs and societies to get involved in there are opportunities for everyone. And for the times when our members need extra help and support the Union has a free, independent Advice Centre offering advocacy on academic issues as well as proactive advice on housing and money.

We are excited to be recruiting for the position of our next Deputy Chief Executive and it's a great time to be joining us as we start to develop our new Union plan and seek to increase member engagement post-Covid.

The new Deputy Chief Executive will be joining a talented and committed team and a Students' Union which has a strong relationship with Canterbury Christ Church University. We are in a good place financially as we have just been awarded a 20% increase in funding by Canterbury Christ Church University to support the ambitions of the Students' Union and grow our team.

Thank you for your interest in this role and we look forward to meeting you.



Dan Bichener
President
2021 - 2023



Ben MacPhee
CEO



ABOUT US

Christ Church Students' Union represents the interests of more than 24,000 students studying at Canterbury Christ Church University.

Our Vision

To empower, encourage, and support every student.

Our Mission

To better student life and enrich students' experiences.

Our Ambition

To play a central role in the lives of students through comprehensive support and facilitating student-led representation and opportunities; both to improve students' experiences and help ensure graduates are highly employable.

Our Values

Our work is underpinned by our key values:

- Student-led & Democratic
- Inclusive
- Dependable & Professional
- Supportive
- Partnership
- Respect
- Fun!



We are approaching the end of our 3 year strategy and working towards the next. You can read more about our current plan here: [Union Plan 2019-2022](#).



WHAT WE DO

The Union provides a variety of services and opportunities for all students at the University which we showcase at the Freshers' Fayre at the start of each academic year. These include:

Advice

We offer professional guidance and support to students, free at the point of access. Our expertise covers a variety of areas, including issues relating to study, finances, housing and student wellbeing.

Representation & Democracy

It is important that students have a formal channel of communication with the University so that they can influence the decisions that will affect them. The Union provides training and support for elected leaders and helps them to represent students' interests. Recent campaigns led by the Union have helped secure 24 hour library opening, and ensure no-detriment academic policies during Covid.

Societies, Sports, and Socials

We support many student-led societies, from Harry Potter to Science, offering a wide variety of opportunities for students to join and build communities of like-minded people, make friends, and take part in fun and enriching activities.

There are over 30 different sports, many of which compete in BUCS (British University & Colleges Sport).

Unified is the online student media outlet by students for students.

The Lounge Bar & Kitchen and Café 41 in the St. George's Centre are run by the University with the support of the Union.



HOW WE ARE RUN

The Students' Union is a membership organisation, made up of all the University's students – our Members. We are a registered charity and a company limited by guarantee, governed by the Articles of Association. The Union has a Board of Trustees who are also the Directors of the company.

Our Trustee Board

The Board of Trustees ensure that we are operating properly and in the best interest of the students and oversees the work of staff, through the Chief Executive Officer, who is responsible to the Board. The Board is made up of different types of Trustee:

- **Sabbatical Trustee** – 4 full-time elected officers.
- **Student Trustee** – up to 6 elected or selected part-time student trustees.
- **Community Trustee** – up to 6 trustees are selected due to their skills, experience and knowledge.
- **University Trustee** – a trustee recommended to the Union by the University.

Our Sabbatical Trustees

Every year, our Members elect a new team of students to lead the Union, work on campaigns they're passionate about, and to represent students' interests at the highest level in the University. These are students who have either taken a year out of their studies or have just graduated.

[You can find out more about the Elected Officers here.](#)



HOW WE ARE RUN

Finance and Funding

The Students' Union is funded by Canterbury Christ Church University through a block grant of around £675,000 (2021). This is supplemented by income generated from fundraising activities and donations, which takes our total revenue to around £800,000.

The Union was recently awarded a 20% increase in funding by Canterbury Christ Church University which will allow us to grow our team and to deliver great student-facing activities and services.

Our Partnership with Canterbury Christ Church University

The University and Union enjoy a very positive working relationship and collaborate on many projects for the benefit of Christ Church students.

Our shared mission is to pursue excellence in higher education: transforming individuals, creating knowledge, enriching communities and building a sustainable future.

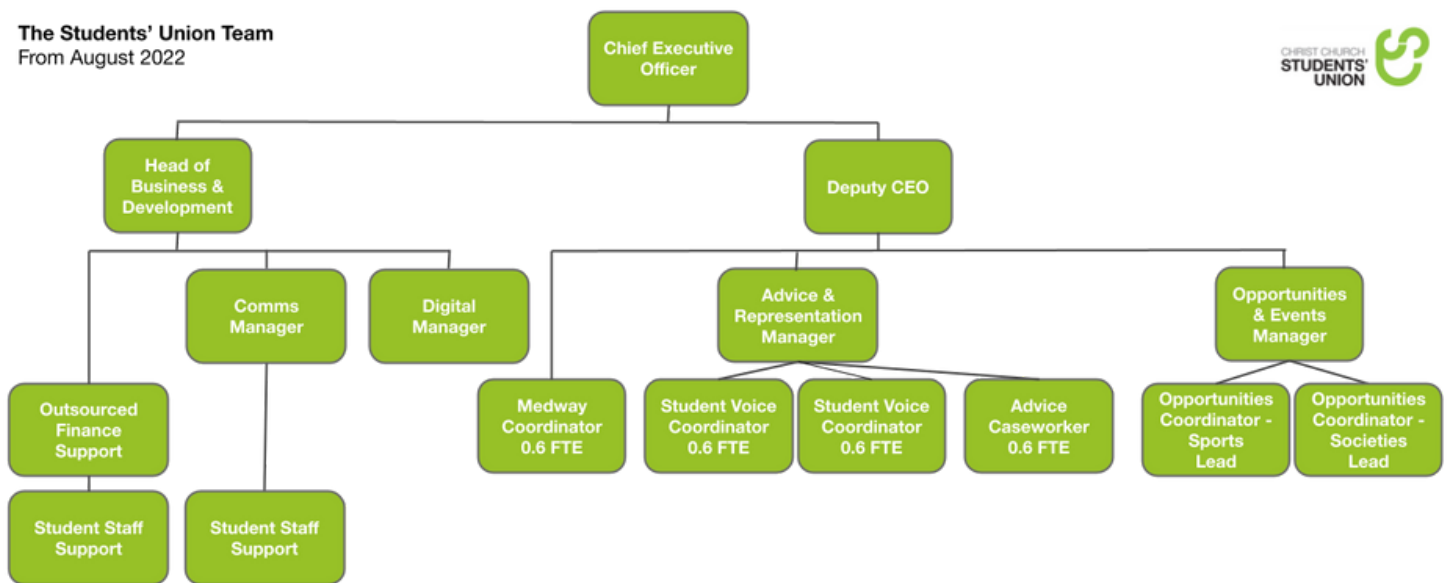
This Partnership Agreement is part of this vision and was developed in equal partnership between Canterbury Christ Church University, Christ Church Students' Union and students.





OUR STAFF TEAM

The Students' Union Team
From August 2022



The dedicated, small team of 'career' staff provide continuity, professional advice and expertise. They have the responsibility for undertaking the day-to-day management of the charity and implementing Union policy. All career staff ultimately report to the CEO who in turn reports to the Board of Trustees.

All Union staff are currently employed by the University and are seconded to the Union. An additional 3 new members of staff (2 of which will sit within the Deputy CEO 's team) will shortly be recruited following the recent increase in funding from the University.

90% of staff are 'proud of the organisation'

Staff Pulse Survey, April 2022



WORKING AT **CCSU**

Our Location

The Union has a presence in Canterbury and Medway, where students can drop in and meet members of the team. Our main address is: St. George's Centre, 41 St. Georges Place, Canterbury, Kent, CT1 1UT.

Kent is known as 'The Garden of England', and with good reason. Beautiful countryside, picturesque villages, stunning coastal scenery and cosmopolitan city life. It's also the perfect gateway to the rest of the UK and continental Europe. Canterbury is a cathedral city and the University is based in Canterbury's historic UNESCO World Heritage Site. There are good transport links to London with trains taking about an hour.

If coming to work at Christ Church SU would mean relocating, you can find out more about the city and surrounding area on the [Visit Canterbury](#) website.

Your Salary and Benefits

This role offers a salary of £37,467 - £42,149 (pay award pending), plus relocation package of up to £3,500.

All Union staff are currently employed by the University and seconded to the Union, so along with a competitive salary, you will access a wide range of benefits including:

- Generous Pension - you will be automatically enrolled into the Local Government Pension Scheme (defined benefit pension scheme). Current contribution rates are 17.5% employer and 6.8% employee
- 25 days' holiday, rising to 27 days after 5 years, plus bank holidays and additional days over Christmas
- Supportive policies, including flexible working and family friendly policies
- A range of support services including an Occupational Health Service and an Employee Assistance Helpline to support staff wellbeing
- Discounted sports facilities and other University benefits



WORKING AT CCSU

Our Commitment to Inclusion

Inclusion is central to what we do at Christ Church Students' Union and we are committed to equality of opportunity, supporting and encouraging underrepresented groups as well as valuing diversity.

The University promotes wider inclusion through policies such as the Race Equality Charter and StoneWall for LGBT+ groups. The University is a Disability Confident Scheme employer and welcomes interest from disabled applicants, and has also pledged its commitment to the British Armed Forces Covenant to ensure that ex-armed forces personnel are not disadvantaged as a result of their service. These schemes guarantee an interview if you meet the essential criteria for roles. You will be asked to indicate whether you would like your application to be considered under these schemes as part of your application.

We are committed to creating a fairer, more equal, more inclusive and more diverse workforce representative of the population at the Union. We know that Black, Asian and Minoritised-Ethnic staff members are currently under-represented so we particularly encourage applicants with these backgrounds.

Your Wellbeing

Christ Church Students' Union is a great place to achieve a work-life balance. We genuinely care about our people being able to thrive both at work and at home, so we enable our colleagues to work flexibly, ensuring that they are able to achieve great things for students and collaborate effectively with each other, whilst looking after their own health and wellbeing.

“

Lots of companies will tell you they are wellbeing focused. Here in the Students' Union it is really true, people really do care and prioritise you as a person and it makes all the difference... a fantastic place to work!

Anna, Medway Co-ordinator

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ABOUT THE ROLE

Job Title	Deputy Chief Executive Officer
Working Hours	37 hours per week
Salary range	£37,467 - £42,149 (pay award pending)
Reports to	Chief Executive Officer

Role Purpose

To provide strategic and operational direction, and have responsibility for, the Union's charitable services, aligned to Union's Strategic Plan, Mission, and Values. To work as an effective part of the Union's Leadership and Management Team and effectively deputise for the CEO in their absence, maintaining key relationships with Officers, the Board of Trustees and University.

Key Responsibilities

- Lead on the creation, implementation and evaluation of data-driven engagement strategies.
- Contribute to and deliver plans for the provision of high-quality, relevant activities, opportunities, services and support for members.
- Provide training, support and guidance to Elected Officers.
- Ensure the Union is effectively engaging and communicating with members in innovative new ways and identifying their current and future needs.
- Contribute to the wider Union and stakeholder agendas (i.e. recruitment, belonging, retention, academic success, and employability).
- Keep up to date with developments across the University, higher education and the charity sectors that inform the development of the Union.
- Oversee all elections for the Union, ensuring these are compliant with the Union's governing documents and relevant legislation.

Key Areas of Work

Communications and Networks

- To positively contribute to the agenda of the Board of Trustees and sub-committees, which includes the regular production of papers for, and presentations at, the meetings.
- Effectively utilise relationships with stakeholders, including CCCU departments for sport, volunteering, and external partners such as Kent Union, to collaboratively enhance and develop shared areas of delivery.

Decision Making and Problem Solving

- Advise the CEO on all aspects of charitable purpose services delivered by the Union.
- Acting as the Deputy Returning Officer for all elections, which includes investigation of and determinations upon breaches of election rules.
- Responsibility for complying with the Code of Practice for the operation of the Students' Union in respect of elections and membership.
- To ensure effective and well administered practices are in place ensuring the Union is student-led, democratically run, and compliant with charity legislation.

ABOUT THE ROLE

- To administer and oversee the Union's complaints procedures relating to students and lead on conflict resolution between student groups.

Planning and organising resources

- To ensure the annual budget supports effective delivery of the strategic and operational objectives for the services the postholder is responsible for, and responsibility to ensure these budgets are met.
- To ensure effective and smooth delivery of the Union's charitable services, within the allocated resources, to the satisfaction of members and stakeholders.
- Responsibility for effectively planning for and managing the annual workflow demands of the department on the postholder and direct reports.
- Oversee the planning and execution of the Union's high-profile student events.

Analysis and research

- To lead on the Unions membership research and insight, including devising and delivering ongoing qualitative and quantitative data collection that informs tailored engagement strategies, service delivery improvement, and enhances the relevance and awareness of the Union amongst members and stakeholders.
- To analyse and interpret multiple and complex datasets and ongoing engagement trends, from internal and external sources, regarding current and future members.
- To maintain good knowledge of the current policy and operating context of the Union and higher education to help inform the Union's democratic and student voice agenda and future engagement and service delivery.
- To compile an annual benchmarking report for membership KPI's, PI's and EPI's for the Board of Trustees.

Team Development

- Lead on the training and development needs of direct reports, wider staff and officer team e.g. finance, communications, engagement, risk, and health and safety.
- Ensure that staff are managed and empowered, creating a high performing and positive work culture across the Union that is committed to achieving excellence.
- To lead on the induction, training and support of the Sabbatical Leadership Team, to ensure they are empowered and effective as student leaders and within the University's governance and student voice frameworks.
- Seek external opportunities for continuous personal development and networking amongst local and national students' union, higher education, and charity networks.

Other

- To actively demonstrate adherence to the Union's values, behaviours framework, and competency framework at all times.
- To abide by and assist the Chair of Trustees and CEO in upholding the Articles of Association, Bye-Laws, Financial Memorandum, and SLAs with the University.
- This role description is not intended to be an exhaustive list, and will be considered to be reviewed regularly in line with the Union's development.

ABOUT YOU

Qualifications	<ul style="list-style-type: none">• Educated to degree level or equivalent relevant experience.
Experience	<ul style="list-style-type: none">• Leading on the development and delivery of strategic plans, objectives and policies.• Conducting research, interpreting datasets, application of findings, and tracking outcomes.• Providing developmental support to individuals and teams, motivating high performance and coaching/mentoring others.• Engaging diverse groups of members or customers with services and opportunities.• Developing and advising on policy and procedures / governance.• Worked within a member-led environment (desirable).• Worked with students to support student-led initiatives (desirable).
Skills and Abilities	<ul style="list-style-type: none">• Ability to demonstrate an understanding of the role and activities of a Students' Union.• Knowledge and practice of governance, democracy, and delivering charitable services.• Ability to manage a departmental budget.• Ability to build and manage effective strategic relationships with a variety of stakeholders and build networks.• Able to lead and manage staff effectively, creating an environment where people are motivated and supported to achieve their best.• Capable of providing coaching and mentoring that both challenges and empowers staff and student leaders.• Able to use a variety of communication methods to increase engagement in an activity.• Ability to contribute to long-term strategic planning processes.
Values	<ul style="list-style-type: none">• A demonstrable commitment to the Union's values and to partnership working.• Strong commitment to, and understanding of the principles of equality, diversity and inclusion.• Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders.• A commitment to ethical and environmental practices.



HOW TO APPLY

The closing date for applications is Monday 11th July 2022 at 10am.

Please reserve the following dates in your diary when you apply:

Longlist Interviews (Remote) Wednesday 20th July

Final Interviews (Canterbury) Thursday 28th July

Your application should include:

- A Personal Statement that demonstrates how you meet the requirements set out in the Person Specification (please use no more than 2 pages).
- An up-to-date, detailed CV.
- Please also complete our [Diversity Monitoring questionnaire here](#)

Please send your application to our recruitment partners, Atkinson HR Consulting, via e-mail to: louise@atkinsonhrconsulting.co.uk

ATKINSON
HR consulting

If you have any queries or would like to arrange an informal discussion about the role please contact our recruitment partners, Atkinson HR Consulting, via e-mail:

Louise@atkinsonhrconsulting.co.uk

Conversations with the Chief Executive can also be arranged through discussion with Atkinson HR Consulting.



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