

University of Northampton

**Students'
Union**



INSIGHTS COORDINATOR JOB DESCRIPTION

Grade: 5 (£22,686- £27,036)

Responsible to: Head of Charitable Services

Responsible for: None

Functional Relationships: Elected Officers, Union Management Team, Board of Trustees

Who are we?

We are University of Northampton Students' Union!

We are a registered charity, completely independent from the University. Led by students, backed by volunteers and staff, we seek to ensure that our member's time at the University is the best it can possibly be – that it is rewarding, fulfilling and memorable.

All students automatically become members of the Students' Union – a vibrant community of around 13,000 – as soon as they enrol and it's absolutely free! Our members are entitled to all of our services and opportunities, including sports, societies, volunteering, advice and representation, our retail and catering outlets and our nightclub.

Whatever their passion or interest, time commitment or background, it couldn't be easier for our members to get involved in an activity at the Students' Union – we have something for everyone. There are more than 35 sports clubs to choose from, ranging from Cheerleading to Rugby League, plus diverse societies including the History Society, Chinese Cultural Society and Disney Society! Even if you they can't find the one they're looking for, they can start their own!

We also provide academic representation. Through our five democratically-elected Sabbatical Officers and hundreds of Student Representatives, we offer support when our members need their voice to be heard, have queries about their course or just feel a bit homesick. The Students' Union is always here for them.

The new Waterside Campus boasts our grade II-listed venue, the Engine Shed. It offers everything, such as coffees and paninis, space to unwind and a home on campus for our numerous services. Waterside also houses the SU –run Art Shop, located within the Create Hub. We have also invested in a new nightclub in the town centre, [The Platform](#). Spread across three distinct spaces, The Platform offers a multitude of music styles with luxe, comfortable furnishings offset against contemporary fixtures, alongside premium spirits and beverages. With Milk It Mondays and LOCO every Wednesday, in addition to our regular Friday and Saturday club nights. The space also boasts a spacious café, and two state of the art conferencing suites. The Platform really has something for everyone!

For those in halls on the old Park Campus, we have our UniExpress store, which provides affordable products at your convenience.

Organisation purpose

Our Vision

The University of Northampton Students' Union is recognised by all our student members as an integral part of their student life.

Our long –term aims are to ensure all Northampton students:

- Receive the best possible education during their time at the University of Northampton.
- Live and work within a campus community and physical environment in which they can prosper, underpinned by a network of support services they can turn to when they need it most.
- Feel supported in their personal and professional development outside of the classroom

Our Mission

To represent, inspire and support our members to proactively shape an outstanding student journey.

We will do this by:

- Developing a new system of academic representation that advocates and inspires students to create meaningful change.
- Creating new opportunities for students to take on meaningful leadership roles, with clear pathways for progression, supported by a comprehensive programme of training.
- Developing and embedding a new network of support services and initiatives.

Our Values

Our values underpin everything we do. As a students' union we are:

- **Caring**- We put our students first, supporting them at every stage of their journey.
- **Inspiring**- We use our unique relationship with our student members to inspire them to achieve their goals.
- **United**- We unify our student members around their common causes to produce shared benefits.
- **Student Owned**- The organisation is led by our student members, driven by student decisions and is accountable to them for everything it does.
- **Respectful**- We celebrate our differences; by respecting the diversity of our student membership, staff and other stakeholders we cultivate an inclusive community.
- **Bold**- We will be clear and decisive in our decisions, confident in our views and courageous in our actions.
- **Relevant**- We will always strive to understand the needs of the broader student membership, revising our approach to improve our offer.

Strategic Priorities 2018-21

Student Wellbeing	Developing and delivering a range of services and programmes that responds to the needs of our student membership-supporting students out of isolationist behaviours, supporting them in their transition to University life and addressing their mental wellbeing whilst studying at Northampton
	Comprehensively promoting the Students' Union, University and trusted strategic partners' support services such that students understand what support is available to the and how it can be accessed alongside communications that look to address the stigma associated with open conversations around issues of student wellbeing and mental health.
	We will look to develop bystander intervention training and techniques among our student leaders and volunteers to enable them to support their peers and the broader Northampton community in an impactful way, through issue identification, intervention and signposting to professional services.
Academic Experience	Building a representative team that reflects our values. That is transparent and enables our members to see what work is being undertaken and what changes are being made. That fosters honest, constructive and respectful conversations that proactively shape the organisation's position on student issues. That is accessible to and reflective of our diverse student membership. That champions best practice and success in addition to advocating for change.
	Delivering an ambitious programme of training and development opportunities that provides students with the skills, knowledge and confidence they need to effectively advocate for their peers and inspires them to create meaningful change at course, programme, subject and faculty level.
	Working collaboratively, in partnership, with the University of Northampton in the development, design and delivery of student programmes, initiatives, events and resources that support students to grow and achieve their ambitions. Contributing to all discussions on student matters of importance and cementing our position as the definitive voice of the student body.
	Articulating student expectations to the University and, in partnership with the institution, defining clearly the quality standards our members can expect from their time at Northampton with respect to teaching, academic services and support.
Student Opportunities	Creating opportunities for students to demonstrate and develop their leadership and team working skills, alongside a comprehensive leadership training programme and clear development pathway for students to progress.
	Embedding soft skill development within all student opportunities that enables our membership to become confident contributors to society.
	Supporting students in the identification, recording and articulation of the skills they have learnt through their involvement with Students' Union opportunities.

Principal Duties and Responsibilities of post-holder

Primary Research
Support internal and external stakeholders to develop appropriate research briefs for the organisation.
Design research that delivers credible and ethical results, allowing our work to stand up to scrutiny in a Higher Education setting.
Work with the Marketing and Communications Coordinator to ensure research reaches the required audience and attains statistically relevant response rates.
Analyse raw data and provide results in a timely and easily understood format to relevant stakeholders.
Work with stakeholder to develop a set of observations/recommendations resulting from the research, ensuring there are clear and agreed actions that come from the research.
In consultation with the stakeholder track the impact of those actions, ensuring that elected officers and the Union staff team are aware of those impacts.
Present the results of any research to relevant staff members in the Students' Union, ensuring our research is influencing SU decision-making and driving a culture of evidence-based change.
Develop a communications plan to complete the feedback loop with those involved to celebrate the successes resulting from the research.
Data Analysis and Insight (external projects)
Be the Students' Unions main point of contact on the following external research projects: <ul style="list-style-type: none"> • National Student Survey • Student Life Pulse • Being Well, Doing Well • Any other externally commissioned research
Lead on the writing of the Students' Union's annual Academic Review, ensuring appropriate consultation with the Academic Representation team and Vice President (Education)
Provide detailed analysis of the quarterly and annual Student Life Pulse survey results to the Management Team and wider staff team, ensuring our staff are aware of our members' feedback regarding the organisation and the University.
Provide detailed analysis of the Being Well, Doing Well survey results to the Management Team and wider staff team, ensuring our staff are aware of our members' feedback regarding the organisation and the University.
Data Analysis and Insight (Internal)
Work with the Union's advice team to provide a monthly report on student case trends and feedback through the SU's advice service.
Analyse trends in the Students' Union's social media activity and website usage, allowing evidence-based decisions to be made by our marketing team.
Support the Vice President (Education) with their "Weekly Question" campaign, ensuring that question design and data analysis allows the SU to correctly identify areas for improvement.
To be aware of key research projects in the sector that may be of interest to the organisation.

To contribute to the overall effectiveness of the Union

- Attending all meetings and training events as required, providing reports where requested.
- Ensuring that statutory and legal obligations are met.
- Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
- Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
- Contributing to the positive image of the Students' Union with students, the University and the local community.
- Be clean, tidy and professional in appearance, wearing identification and (where stipulated) a uniform, which will be clean and ironed.
- Working with the team, to provide mutual support, and ensure a full service is maintained at all times, providing cover as necessary.
- Be flexible in your approach to work, able to work at any site as required, and unsocial hours as required in order to meet organisational objectives and projects.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives and supporting your own development by taking part in training opportunities as agreed by the Students' Union.
- Such other duties and project as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.
- It is important to know that you will be expected to participate in any training programme considered relevant to your job. The Students' Union expects all staff to participate and take ownership of their induction, personal review programmes, departmental staff meetings, training, and networking opportunities.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Insights Coordinator

Attributes	Criteria	Essential	Desirable	Assessment Methods: • Application Form • Interview • Assessed Exercise
Skills, Knowledge and Experience	Experience of using research outputs (e.g. data and evidence bases) to create change	X		•Application Form •Interview
	Experience of how to conduct research projects	X		•Application Form •Interview •Assessed Exercise
	Experience of providing briefings for a variety of internal and external stakeholders	X		•Application Form •Interview •Assessed Exercise
	Experience of working in a Students' Union environment or Higher Education		X	•Application Form
	Knowledge of key issues affecting students in Higher Education		X	•Application Form •Interview •Assessed Exercise
	Excellent IT skills with the ability to use IT to process and analyse complex data	X		•Interview •Assessed Exercise
	The ability to interpret and present complex quantitative and qualitative data	X		•Application Form •Interview •Assessed Exercise
	Ability to liaise effectively with staff and students throughout the university	X		•Interview
	Excellent verbal, written and presentation skills	X		•Application Form •Interview •Assessed Exercise
	Adaptable and flexible approach to service development and delivery including ability to work at different locations as required	X		•Application Form •Interview
An alignment with the values and expected behaviours of the University of Northampton Students' Union	X		•Application Form •Interview	