



Application Pack

Research and Policy Coordinator

www.mdxsu.com



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Students' Unions



nu5 AWARDS 2016
RUNNER-UP



Welcome

MDXSU, Middlesex University Students' Union, has had an incredible few years in which we have started to build on our successes – putting the students' union at the heart of everything that happens at Middlesex University. We are a vibrant organisation, punching above our weight and making a huge impact to the university experiences of all students at Middlesex and beyond in the local community.

From negotiating and delivering a £500,000 refurbishment of the social space on campus and winning free NUS cards for all first year students, through to winning microwaves for students on campus – from projects and campaigns big to small, we are reaching out to more students than ever before using our innovative and sector-leading paid intern delivery model to support us in ensuring all our work is designed with and delivered by students.

This year, we are running over 60 events over two weeks as part of our biggest and best programme of welcome activities ever! More students have joined a society and come along to MDXSU events than we have ever seen; whilst we have had a record number of voters and candidates in our student elections as well as more Student Voice Leaders representing their course than ever before. Our Advice Service is going from strength to strength – helping to increase retention and supporting students through difficult times with expert and reliable information and help. Our campaigns have led to campus food price reductions, healthier food options, more anonymous marking and almost 1000 students registering to vote in the General Election. MDXSU has also become the first students' union in the country to be the sole provider of the university merchandising contract, meaning that all MDX branded clothing sold on campus is 100% ethical, with the profits going back into delivering services for students.

After such a high-achieving two year period, it's a really exciting time and we would love for you to be part of MDXSU's ongoing success. We have recently developed our brand new strategic plan in which we are aspiring to be the most innovative, inspiring and inclusive students union in the UK by 2020.

Working in a values-driven, student focused, and motivated organisation like this one is a truly rewarding experience. We view our staff as our most valuable resource and as such are able to provide team members with flexible working arrangements and a significant commitment to personal development.

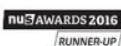
I hope you find this information pack useful. If you need any additional information or if you would like to speak to someone about the role please contact **Jonny Chambers** (Head of Student Voice) – j.w.chambers@mdx.ac.uk.

The deadline for applications is **5pm on Sunday 2nd October 2016**; we look forward to receiving your application.

Yours sincerely,

Sulaiman Lkaderi
President

Ed Marsh
Chief Executive



What does MDXSU do, and where do you fit in?

MDXSU is an independent charity run by students for students; it supports, represents and improves the student experience for the 23,000 students studying here at Middlesex University.

The University is based on the recently redeveloped campus in Hendon, North London, and is the only large single-campus university in the area.

MDXSU consists of a highly talented, highly motivated and high performing team of people. Our recent staff engagement survey showed 88% of our staff feel positively and engaged with the organisation. 100% of our people believe that our organisation treats people equally irrespective of ethnicity, gender, disability, age, sexual orientation or religion. Staff at MDXSU are 10% more likely to recommend it as a good place to work compared to the whole of the third sector.

This is an exciting time to join MDXSU's Student Voice Team, which aims to give students the opportunities, skills and knowledge they need to take action on the issues that are affecting them and their peers at university – as well as in the wider community and society.

Having launched our new strategic plan and a new department vision, our Research and Policy Coordinator will be integral to the way we work – supporting us to understand the impact of student action and opportunities at Middlesex and using this intelligence to shape the policies and processes of the institution through informed student leaders and relevant, successful campaigns.

We are looking for a highly organised individual with high level planning skills and the ability to work on multiple projects as our Research and Policy Coordinator. We require somebody with the experience to lead our research work, manage our Student Research Staff and be able to provide high quality analysis - delivering insightful and up-to-date intelligence and understanding of student issues and opinions. Our Research and Policy Coordinator will work closely with our Head of Student Voice and other colleagues across the whole organisation.



*MDXSU, like all students' unions, is unique in the way that it operates as an organisation. We are led by a four **Student Officers** who are elected by all students at the university to represent them and lead the students' union.*

At Middlesex we have a President and four Vice Presidents; each representing a number of schools at the university - Art & Design and Media & Performing Arts, Business and Law, Health & Education and Science & Technology.

Our officers are elected by Middlesex students every February/March, and the delivery of their priorities and manifesto promises are assisted by our MDXSU staff team and volunteers. Working within a democratically-run organisation is both a unique and exciting opportunity and highly rewarding.

Recruitment and roles

We are currently recruiting for a number of different positions and want to ensure that all our applicants are aware of the full range of roles on offer at MDXSU and submit the correct application for the role that is best suited to them.

Student Voice Team

- **Research and Policy Coordinator –**
Basis: Full-time (permanent)
Hours: Minimum 35 hours per week
Salary: £23,000-£27,000
Responsible for: Research intern x 2
Location: Normally located on the Hendon campus, North London
- **Student Voice Assistant**
Basis: Part-time (Fixed term, 6 months)
Hours: 2.5 days per week
Salary: £9.40 per hour
Location: Normally located on the Hendon campus, North London
Requirements: Must be a current Middlesex student or have graduated in past two years

Membership Team

- **Course Based Opportunities Coordinator –**
Basis: Full-time (permanent)
Hours: Minimum 35 hours per week
Salary: £23,000-£27,000
Responsible for: Coursed Based Opportunities interns x 6
Location: Normally located on the Hendon campus, North London
- **Participation and Impact Coordinator –**
Basis: Full-time (permanent)
Hours: Minimum 35 hours per week
Salary: £23,000-£27,000
Location: Normally located on the Hendon campus, North London

Finance, People and Culture

- **Governance and Board Executive –**
Basis: Part-time (Fixed term, 12 months)
Joint recruitment with University of West London Students' Union

Want more information?

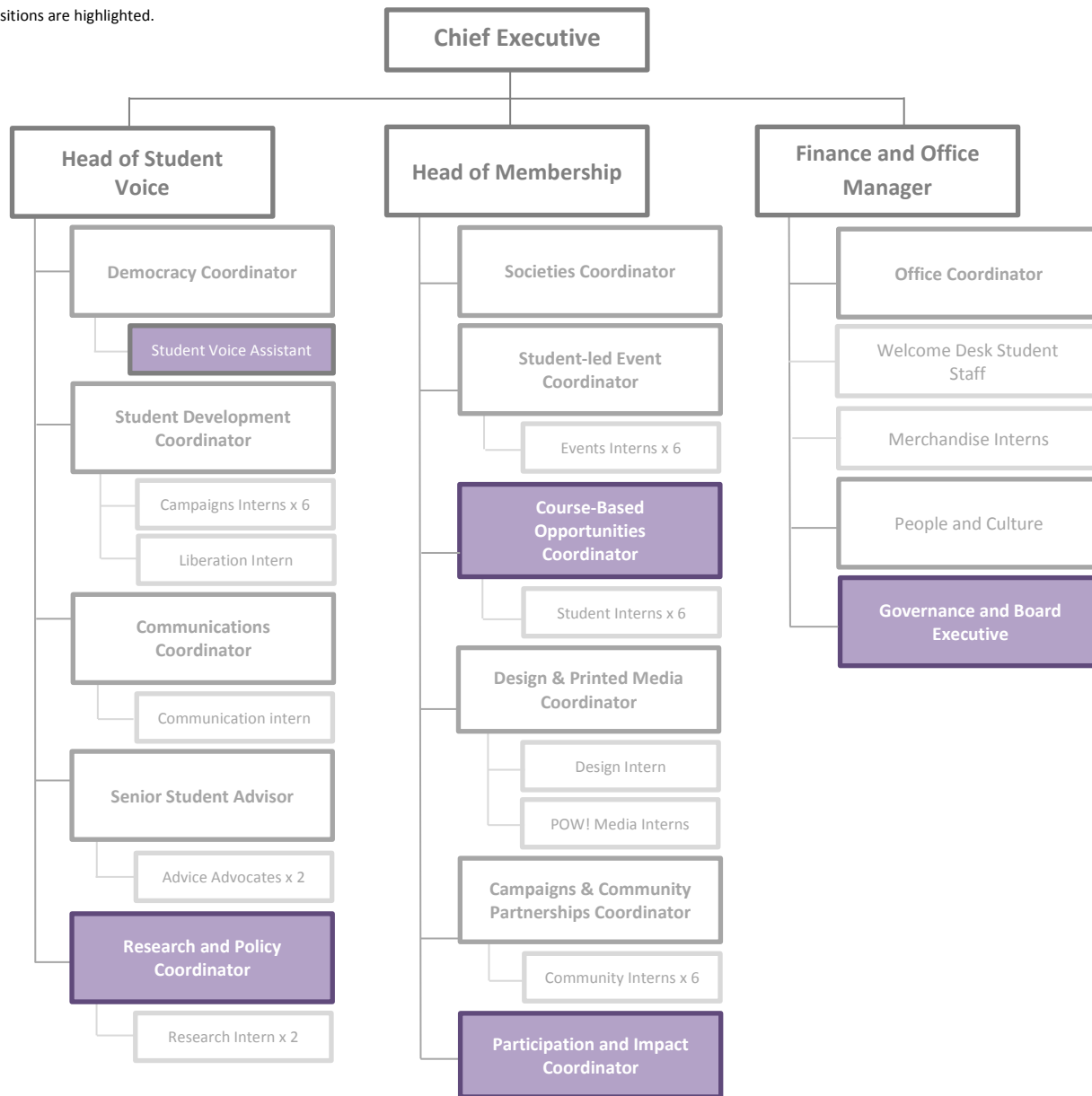
Please visit our job opportunities website at www.mdxsu.com/jobs to view more information and download an application pack and form for the role you are interested in.



How is the MDXSU staff team structured?

Our staff team at MDXSU work across three departments in the organisation; Student Voice, Membership and Finance, People & Culture.

Vacant positions are highlighted.



At MDXSU our full-time staff team is complemented and supported by a team of **student staff and interns**. This unique structure puts students at the heart of the delivery of work and campaigns at the students' union.

We have consistently increased the number of internships we offer each year and students and staff alike find working together a hugely empowering opportunity.

From September 2016 we are offering over 30 opportunities.



Role description

Research and Policy Coordinator (Full-time, permanent)

Accountable to:	Head of Student Voice
Salary:	£23,000-£27,000
Contract and hours:	Full-time permanent contract, minimum 35 Hours per week
Location:	Normally located on the Hendon campus, North London
Annual Leave:	25 days pro rata + bank holidays and University closure days

JOB PURPOSE

1. Design and lead the delivery of MDXSU's annual research plan – maximising the insight available to our officer and staff teams from across the organisation, institution and beyond in the local community and Higher Education sector through clear, high quality analysis
2. Support the development of effective and relevant policy for students by providing support and creating recommendations to the student officer team in understanding official reports, policy papers and other insights and information from across the organisation and institution
3. Provide detailed analysis and support in understanding university procedures, regulations and processes to the student officer team and one-to-one support for students through our Advice Service on areas including, but not limited to, academic issues and accusations of academic misconduct and complaints and appeals

KEY RESPONSIBILITIES

1. Design and lead the delivery of MDXSU's annual research plan – maximising the insight available to our officer and staff teams from across the organisation, institution and beyond in the local community and Higher Education sector through clear, high quality analysis
 - a. Develop an annual research calendar that provides insight into wider student issues and opinions and encompasses the evaluation of all students' union activities
 - b. Oversee the work, and support the recruitment and management, of two part-time, Living Wage Student Research Interns
 - c. Carry out desk-based research and analysis into student issues as identified through our research calendar, our Student Advice Service, the democratic structures of the union and other sources
 - d. Act as a lead contact for the institution in research and policy issues and ensure MDXSU's involvement in such projects and activities – such as the National Student Survey – are effective and resourceful
 - e. Ensure all of our research and insight work complies with information and data regulations including, but not limited to, the Data Protection Act and Data Retention Guidelines
2. Support the development of effective and relevant policy for students by providing support and creating recommendations to the student officer team in understanding official reports, policy papers and other insights and information from across the organisation and institution
 - a. Maintain a database containing student issues and opinions on a wide range of issues from across the organisation and wider in the community and society to inform the development of policy, project plans or statements
 - b. Support the officer and staff teams use research and insight to develop recommendations for change within the students' union, institution or in the local community.

- 3. Provide detailed analysis and support in understanding university procedures, regulations and processes to the student officer team and one-to-one support for students through our Advice Service on areas including, but not limited to, academic issues and accusations of academic misconduct and complaints and appeals**
- a. Support the officer team and staff in writing reports, policy papers, committee proposals or other documents to influence and shape policies
 - b. Support the work of our Student Advice Service in ensuring students understand university regulations and policies and provide high-quality one-to-one advice to students on these issues where directed by the Head of Student Voice



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Person Specification

CRITERIA	Requirement
QUALIFICATIONS	
Good general education, typically to the Higher/A level equivalent	Essential
University/College Degree	Desirable
EXPERIENCE	
Previous experience in a democratically led organisation	Desirable
Personal experience of further education and/or higher education	Desirable
Personal experience within democratic structures	Desirable
Experience using databases	Essential
Experience using Case Tracking software	Desirable
Experience working with or managing volunteers	Desirable
Experience training students or staff	Desirable
Experience of working with campaigns	Desirable
KNOWLEDGE	
Good understanding of current issues and themes in higher Education and Students' Unions	Essential
Demonstrable understanding of representation systems & processes	Desirable
Good understanding of students' union governance structures	Desirable
Good understanding of advice systems and processes	Essential
Good understanding of codes of conduct in Higher Education	Desirable
ATTRIBUTES/SKILLS	
Able to understand working with a complex external organisation	Essential
Excellent communication skills verbal and written	Essential
Ability to quickly build relationships with others	Essential
Proficient in e-communication	Essential
Excellent customer care skills	Essential
Able to develop and manipulate databases and other data management programmes	Essential
Excellent planning, organisational and administrative skills – with a particular focus on attention to detail	Essential
Self-motivated with a strong work ethic	Essential
IT competent with a working understanding of Microsoft Office	Essential
VALUES AND ETHICS	
Desire to work within a democratic student led environment	Essential
Understanding and commitment to equal opportunities	Essential
Desire to work within organisation servicing a culturally diverse membership	Essential
Demonstrably high standards of personal integrity	Essential
KEY COMPETENCIES	
Diligence and planning skills Training and communicating Developing volunteers Focus on measuring impact and success Problem solving within large complex structures	

What is the recruitment schedule?

Applications for this role close at 5pm on Sunday 2nd October 2016.

We will be completing the shortlisting process as soon as possible following this time. Unsuccessful applicants will be notified at this stage. Please note however that due to the number of applications that the students' union receives for job opportunities, we are unable to offer personal feedback on applications.

Shortlisted candidates will be invited to interview.

Please note that the interview will be held on Thursday 13th and/or Friday 14th October 2016 and will take place at MDXSU in Hendon, North London. Candidates should ensure they make themselves available for this date.

Our recruitment assessments vary – however most of our assessment sessions include a written or group task together with a face-to-face interview.

How do I apply?

Please visit our job opportunities website at www.mdxsu.com/jobs to download an application form. Please return the form to recruitment@mdxsu.com before the deadline.

Who can I contact if I have a question?

If you need any additional information or if you would like to speak to someone about your application please contact Jonny Chambers (j.w.chambers@mdx.ac.uk) or call 0208 411 2194.

Thank you for your interest and we look forward to receiving your application.

The logo of the Middlesex University Students' Union. It features a white shield with the letters 'MDX' above 'SU' in a bold, sans-serif font. A white banner with a folded end is positioned behind the shield. Below the shield, the words 'Students' Union' are written in a white, cursive script, and 'MIDDLESEX UNIVERSITY' is written in a white, bold, sans-serif font.