

# JOB DESCRIPTION //

## Education Officer (EO)

### Keele Students' Union (Elected sabbatical officer)

Employer:	Keele SU
Responsible to:	Keele SU Board of Trustees
Responsible for:	
Hours:	37.5 hours per week
Directorate / Department Team:	Elected Officers
Salary:	£24,226.94 per annum, £12.39 per hour

#### Work Context:

Keele SU aims to be a students' union of the highest quality in representing and supporting students to get the most out of their time at Keele. We live to empower every student to be who they want to be and through delivery of our quality support, activity, representation, entertainment and value for money services ensure our students feel part of a community which is inclusive.

The organisation departments consist of:

- Leadership Team & Trustees
- Elected officers
- Membership – Advocacy, Education and Experience
- Support – Finance, HR, IT, Planning and Engagement.
- Trading – Co-op and SU Operations (Days and Nights)

We have around 50 career staff and 85 part-time student staff.

## Purpose of the role:

The *Education Officer* is responsible for safeguarding the academic interests of Keele students and ensuring their voices are amplified across all levels of study. This role involves monitoring academic provisions, developing policies, and addressing any issues that affect students' academic experiences. As a key representative of the student body, the Education Officer works closely with university governance and leadership to advocate for students, supporting their integration and ensuring they are kept informed of regulatory changes.

You will oversee the Student Voice Representatives (SVRs), ensuring they are well-supported and trained, while leading academic campaigns to improve student outcomes. The role also requires a high level of confidentiality when dealing with individual academic cases, ensuring that students' concerns are handled with professionalism and care. The Education Officer will participate in various university committees, bringing the student perspective to academic decision-making.

## Key Accountabilities:

### General Responsibilities of all Sabbatical Officers:

1. **Student Engagement:** Actively participate in student meetings to represent and engage the student voice.
2. **Collaboration & Teamwork:** Work with other officers and staff members to plan activities based on student needs and support each other as a team.
3. **Regular Meetings:** Meet frequently with the CEO and COO and other relevant SU staff to stay aligned with Union goals.
4. **Record Keeping & Handover:** Keep track of key activities, produce impact reports, and prepare a handover file for the next officer.
5. **Task Management:** Ensure tasks assigned to you are completed on time, even if not done personally.
6. **Meetings & Attendance:** Attend all UGMs, Union Assembly, Trustee Board, and Sub-Committee meetings, sending apologies if unable to attend.
7. **Professional Conduct:** Be punctual by arriving on time, professional, and follow staff policies, logging annualised work hours properly.
8. **Collaboration with the University:** Ensure student concerns are heard by working productively and collaboratively with the University.

### Three Key Responsibilities:

1. **Academic Advocacy & Representation:** Represent student academic interests, monitor course delivery and support services, and develop policies to improve the learning environment and student success.
2. **Student Voice & Engagement:** Lead and support Student Voice Representatives (SVRs), encourage student participation in academic feedback, and keep students informed on academic matters and changes.
3. **Campaigns & Collaboration:** Lead academic campaigns to improve teaching quality and student support, collaborate with university governance, and support student activism on issues like academic integrity and equal access to education.

### Detailed EO Responsibilities:

1. **Academic Advocacy & Representation:**
  - o Represent the academic interests of Keele students, ensuring that their concerns and feedback are communicated to university leadership, staff, and committees.
  - o Monitor academic provisions, identifying any gaps or issues in course delivery, assessments, and student support services.
  - o Develop and implement policies that support student academic success and improve the learning environment across all study levels.
2. **Student Voice & Engagement:**
  - o Lead and manage the Student Voice Representatives (SVRs), ensuring they have the necessary support, training, and resources to effectively represent their peers.
  - o Promote and encourage student engagement in academic-related matters, including surveys, forums, and feedback mechanisms.
  - o Keep students informed about key academic matters, regulatory changes, and developments that may impact their studies.
3. **Campaigns & Advocacy:**
  - o Lead academic campaigns focused on improving teaching quality, learning resources, student support, and the overall student academic experience.
  - o Work with students and academic staff to address issues such as assessment practices, feedback quality, and study environment improvements.
  - o Support student activism and initiatives that promote academic integrity, equal access to education, and student well-being.

4. **Collaboration with University Governance:**
  - o Engage with university governance structures, attending relevant committees to represent the views and interests of students.
  - o Collaborate with senior university staff, including faculty members, academic departments, and the university's management team, to improve academic policies and services.
  - o Work closely with other sabbatical officers and university stakeholders to ensure a holistic approach to academic and student life.
5. **Support & Confidentiality:**
  - o Provide confidential support and advice to students on academic issues, including appeals, complaints, and other sensitive matters.
  - o Ensure that all individual cases are handled with discretion, maintaining confidentiality and sensitivity when dealing with student concerns.
  - o Signpost students to relevant academic support services, including personal tutors, academic advisers, and the university's complaints procedures.
6. **Training & Development of Student Representatives:**
  - o Organise and oversee the training and development of Student Voice Representatives (SVRs) to ensure they are well-equipped to support their peers and act as effective conduits for feedback.
  - o Ensure that SVRs are kept up-to-date with university developments, academic policies, and relevant issues affecting students.
7. **Communication & Reporting:**
  - o Regularly update the student body on academic matters, including ongoing campaigns, feedback opportunities, and changes to academic regulations or policies.
  - o Prepare reports and presentations for Students' Union leadership and university committees, ensuring transparency and accountability in your work.
  - o Use a variety of communication channels to keep students informed, such as newsletters, social media, and Union meetings.
8. **Committees & University Participation:**
  - o Actively participate in university committees related to academic issues, such as curriculum development, student support, and assessment review.
  - o Represent Keele students in discussions regarding academic policies, ensuring student interests are central to decision-making processes.

## Other Duties

1. To contribute to the positive image of Keele SU with students, the University and the local community.
2. To abide by Keele SU Constitution, Policies and Procedures at all times.
3. To contribute and support Keele SU's vision, mission and values.
4. Be committed to living our employee behaviours - empowering, supportive & communicative.
5. To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the line manager from time to time.
6. To attend appropriate meetings as and when required.
7. To uphold and adhere to Keele SU Health & Safety policy and best practice.
8. All staff are collectively responsible for meeting the Union's environmental and social sustainability goals in line with the strategic plan. It is required that all staff are aware of how their role relates to sustainability in order to minimise the Union's environmental impact and actively contribute towards the fight against the climate crisis.

Keele SU considers regular and ongoing training as essential to job satisfaction and career development. The post-holder will be offered the opportunity to participate in training that is relevant to their duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

## Notes

For full and effective discharge of duties, the post will, at times, require additional commitment over and above normal office hours. The post-holder is expected within reason, to undertake such hours as are necessary to successfully perform the duties of the post.

## Confidentiality

To ensure that confidentiality is maintained at all times in conjunction with the Students' Union and University Confidentiality and GDPR Policies.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main prioritise and typical areas of activity of the post-holder. These activities are subject to amendment over time as prioritise and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post-holder.

## Skills and Experience:

- A strong passion for academic advocacy and improving the student academic experience.
- Demonstrable leadership skills, with experience of managing or supporting student representatives.
- Excellent communication skills, with the ability to represent students effectively to both university staff and fellow students.
- Understanding of academic structures and university governance.
- Experience in running or supporting campaigns, particularly in academic or educational settings.
- Ability to work independently, manage multiple priorities, and take initiative.
- Commitment to confidentiality, professionalism, and sensitivity when handling individual student concerns.

## Key Relationships:

- Keele Students' Union senior leadership and elected officers
- Keele University academic staff, senior leadership, and faculty members
- Student Voice Representatives (SVRs)
- Students, including those seeking advice or support on academic matters
- External stakeholders, including academic unions and student organisations

## Key Meetings:

## Election Process:

The Education Officer will be elected via a cross-campus ballot, ensuring direct representation of the student body.

## Term of Office:

This is a full-time, paid sabbatical role for one academic year.

## Salary & Benefits:

- Full-time salary commensurate with sabbatical officer roles
- Access to personal development opportunities
- A platform to influence the academic experience at Keele University and make a lasting impact on student life

**Application Process:**

Candidates will need to apply as part of the annual election process, with Keele students voting to elect their preferred Education Officer.

*The Education Officer role offers an exciting opportunity to advocate for students and make a positive difference to their academic experience. If you're passionate about education, student advocacy, and academic equality, this is the role for you.*

