

JOB DESCRIPTION //

Experience & Community 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 *Experience & Community Officer* is dedicated to enhancing student life beyond academics by providing high-quality, student-led opportunities that foster personal growth, skill development, and a sense of community. This role advocates for underrepresented groups, promotes inclusive participation in clubs, societies, and sports, and ensures that all students have equal access to extracurricular opportunities.

As the Experience & Community Officer, you will work to create a vibrant, inclusive campus community where students can build connections, develop skills, and contribute to a positive student experience. You will collaborate with student networks, clubs, societies, and university departments to ensure all students are represented and engaged in a diverse range of

extracurricular activities. You will also chair meetings, monitor community issues, and take an active role in relevant university committees, ensuring student voices are central to decisions affecting student life.



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. **Enhancing Student Experience & Advocacy:** Focus on creating opportunities for personal development, community engagement, and supporting underrepresented groups to ensure inclusivity in extracurricular activities. Advocate for equal access and inclusion in student life.
2. **Inclusive Clubs, Societies & Sports:** Oversee the development of inclusive clubs, societies, and sports teams, ensuring equal access for all students, and providing support to student leaders.
3. **Collaboration & Leadership:** Lead meetings with student groups, collaborate with university departments and student networks, and ensure student voices are central in decision-making and initiatives. Monitor trends and report on the effectiveness of student experience activities.

Detailed E&C Responsibilities:

1. **Enhancing Student Experience:**
 - o Advocate for a holistic student experience that extends beyond academics, focusing on creating opportunities for personal development, community engagement, and extracurricular involvement.
 - o Support and promote student-led initiatives, events, and activities that allow students to connect, learn, and grow outside the classroom.
2. **Advocacy for Underrepresented Groups:**
 - o Champion the needs and interests of underrepresented student groups, ensuring that they have equal access to extracurricular opportunities and feel included in all aspects of university life.
 - o Work with student networks and diversity groups to ensure that events, activities, and opportunities are accessible, inclusive, and representative of the student body.
3. **Inclusive Clubs, Societies, and Sports:**
 - o Oversee the development and management of inclusive clubs, societies, and sports teams, ensuring they provide opportunities for students of all backgrounds and abilities.
 - o Ensure equal access to sports and recreational activities, advocating for inclusivity in all aspects of student-led sports and wellbeing initiatives.
 - o Provide support and guidance to student leaders of clubs, societies, and sports teams to ensure their activities are well-organised and inclusive.

4. **Community Engagement:**

- Foster a sense of community on campus, encouraging student participation in social, cultural, and extracurricular activities that build connections and enhance the Keele student experience.
- Develop initiatives and events that promote student well-being, a sense of belonging, and positive engagement with the broader Keele and local community.
- Monitor and address community issues affecting students, including local student concerns, safety, and integration with the surrounding area.

5. **Collaboration with Student Networks:**

- Work closely with student networks and representative groups, ensuring their voices are heard in the development of student-led initiatives and extracurricular programming.
- Collaborate with other sabbatical officers and university departments to ensure that students' extracurricular needs and priorities are central to decision-making processes.

6. **Chairing Meetings & Leadership:**

- Chair regular meetings with student groups, clubs, societies, and sports teams, ensuring they have the support and resources needed to succeed.
- Lead strategic discussions about student experience initiatives, community-building activities, and student-led programming.
- Ensure that meetings are inclusive, collaborative, and action-focused, fostering a culture of transparency and student leadership.

7. **Committee & Working Group Participation:**

- Actively participate in university committees and working groups that impact student experience, student welfare, and extracurricular activities.
- Ensure that student perspectives are represented in university discussions regarding community development, sports facilities, student clubs, and societies.
- Work closely with the Student Experience Department to align Union activities with wider university initiatives that enhance student life.

8. **Monitoring & Reporting:**

- Monitor trends and issues within the student community, reporting on the effectiveness of extracurricular opportunities and identifying areas for improvement.
- Provide regular updates and reports on student experience activities to Keele Students' Union leadership, university committees, and the wider student body.
- Ensure that feedback from students is incorporated into the development and improvement of student-led activities.

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:

- Passion for enhancing the student experience beyond academics, with a particular focus on inclusion, community engagement, and extracurricular development.
- Experience in leading or supporting student clubs, societies, or community initiatives.
- Strong advocacy skills, with the ability to represent underrepresented groups and ensure equal access to extracurricular opportunities.
- Strong communication and interpersonal skills, with the ability to build relationships with students, university staff, and external partners.
- Experience in chairing meetings, managing projects, or coordinating events and initiatives.
- Knowledge of university student networks, sports, and extracurricular activities.
- Ability to work collaboratively and manage multiple projects simultaneously.

Key Relationships:

- Keele Students' Union senior leadership and elected officers
- Student leaders of clubs, societies, and sports teams
- Keele University's Student Experience Department, sports, and recreational services
- Student networks, diversity groups, and underrepresented student communities
- External partners, including local community organisations and university stakeholders

Key Meetings:

Election Process:

The Experience & Community Officer will be elected via a cross-campus ballot, ensuring that the role is directly accountable to 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 chance to influence student life and create a lasting impact on the community at Keele University

Application Process:

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

The Experience & Community Officer role is a fantastic opportunity to make a difference in the extracurricular lives of Keele students. If you're passionate about fostering community, advocating for inclusion, and creating opportunities for all students to thrive beyond academics, this is the role for you.

