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# JOB DESCRIPTION

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# **Job Title:** **Student Voice Analyst**

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## Reporting to: Student Voice Manager

**Place of Work: Student Centre**

**Hours of Work: Part Time, (20 hours per week, 36 weeks per year)**

**Grade: 3 (£19,612 - £23,754 pro-rata)**

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**Purpose of Role**

The Student Voice Analyst is responsible for providing data analysis and engaging with Student Representatives, as well as administrative support across the Student Voice and Policy Team.

This role involves supporting the development and implementation of the processes associated with SUBU’s various feedback mechanisms. This includes both routine and ad-hoc analysis of quantitative and qualitative data of student feedback. The role involves preparing summaries of the results of data analysis undertaken and, under the direction of the Student Voice Manager, helping to identify student issues (positive and negative) and sharing these with relevant SUBU and BU staff.

The role also involves supporting the development of Student Representative engagement under the direction of the Student Voice Manager. The role includes the administration of the wider work of the student voice and policy department and supporting the administration of the Student Representation System.

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**Key Tasks**

* Administration Duties: email & diary management, using existing templates, producing and distribution of routine reports; supporting the day-to-day administration of the Student Rep system; assisting with general administration across the Student Voice and Policy Team.
* Communication Duties: between SUBU staff, Student Representatives, Executive Committee, Full-time Officers, University staff, external suppliers, and other external contacts.
* Organisational Duties: support the organising and running of student voice and representation meetings and events, prompting staff and students for input into various matters.
* Data Duties: maintain and manage various records and information systems.
* Project Duties: providing administrative support to a variety of routine and ad-hoc reports based on feedback data collected by SUBU and other external feedback data sources as appropriate.
* Analytical Duties: Collecting feedback formally and informally, and analysing results to review and update processes to enhance Student Representative engagement and reduce barriers to participation, and identify student issues
* Key Union Events Duties: when asked to assist with the organisation and administration of the larger Union events such as Freshers, Summer Ball, Student Awards, Elections.
* Compliance Duties: complying with governing documents.
* Representation/ Facilitation Duties: To represent SUBU at meetings, events as and when appropriate which may include occasional evening and weekend hours to be agreed with your line manager.
* Advice and Guidance Duties: Supporting student, Union and Officer projects, campaigns, and events, including manifesto and ad hoc campaigns
* Research Duties: research into the student experience in the higher education sector as directed by the Student Voice Manager.
* Networking Duties: close cross working with others within the department, Union Officers, other Student Engagement Departments, other SUBU teams, contacts in BU and external organisations.

**General for all staff**

* The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
* Staff must always adopt and endorse the company’s Vision and Mission Statement and all supporting policies, across all aspects of the role.
* Staff are required to have a Personal Development plan and to participate in training, meetings or conferences considered relevant to their job.
* Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook
* To abide by the company’s policies and procedures
* To adhere to all health and safety legislation
* **To undertake any other task that is deemed reasonable within your skill set**

**Person Specification**

* Excellent data analysis skills and experience (both qualitative and quantitative)
* Good report writing skills, including presenting data as charts/ tables
* Working knowledge of online survey mechanisms and data collection.
* Effective administration with ability to deliver multiple tasks
* Diligent with high organisational ability
* Responsive to changing demands
* Excellent communication (verbal and written) skills
* Understanding of working with and engaging volunteers
* Ability to relate to and work with a diverse range of people
* Self-Motivated
* Interested in research and its application