About Student Hubs

**Student Hubs works to catalyse student involvement in social action.**
We are a fast-growing charity working in UK universities to mainstream student-led social action, empowering a new generation of active citizens. We support students to take part in a wide range of social action and social enterprise projects; leading volunteering projects tackling local community need, setting up innovative social enterprises, consulting for local community organisations and gaining workplace experience in social impact organisations.

Student Hubs is only 11 years old but has already grown its network to over 25,000 students across our network of Hubs in five universities. We support over 2,600 volunteers every year to take part in our programmes, partner with dozens of national charities and social enterprises, and hundreds of local community organisations across five cities.

We need the strongest staff team possible to support the big ideas that students bring to the table and make our vision a reality. Could you be part of it?

**Theory of Change**

*At Student Hubs we believe that when students are supported to…*

- **Do something to tackle social challenges**
- **Learn about issues**
- **Connect with each other**
- **Communities benefit from student social action**
- **Students develop skills and insights into social issues**
- **Students leave university and become active citizens for life**

**Our vision** is a society in which every student engages with social and environmental challenges during their time at university, empowering them to become active citizens for life.

**Our mission** is to mainstream student social action, supporting a new generation of active citizens to achieve positive change now and in the future.
Our Values

We place these values at the core of all that we do. Below are some of the ways that we like to live these, but we’re always interested to hear how you might interpret these, too.

**Be ambitious.** We have an excellence reflex, we are problem solvers, have a natural tendency to fine tune, and go the extra mile just to check out the view. We are constantly learning.

**Be social.** We focus on personal relationships, nurturing and developing people. We are responsive, approachable, attentive, supportive to each other and naturally educative. We believe that together is stronger and fun is better. We like to join the dots between people and are collaborative.

**Be motivational.** We act positively, with enabling energy and motivation. We are optimistic and give everyone and everything a chance. We have an inspiring outlook to our work, are productive and idealistic.

**Be bold.** We’re innovative and we’re visionary, we want to push the boundaries of what is possible. We want maximum impact, and we will change things to get there. We’re not afraid to try, and we’re not afraid to fail.

**Be long-term.** We hold a long-term perspective, and will always stay true to our core values to guide us in the future.
About the Role

Network Operations Coordinator

The Operations Coordinator is responsible for managing the core operations vital for our work supporting student social action across the country. You'll be supporting key areas including impact measurement, HR, people and culture and tech/digital systems. You will also lead several smaller discrete projects, such as the implementation of a new tech system and engaging with our alumni.

We’re currently a team of 15 people spread out across five cities. Most staff are based in our university hubs working on the ground with students, with three staff working nationally to drive the organisation’s development. This is a role based centrally, supporting national staff to ensure the smooth running of the charity. We’re looking for someone organised and people-centred who can keep on top of essential processes and operations behind the scenes, find opportunities for efficiency and bring the network together.

This is a superb opportunity to support the development of an exciting small charity working in the higher education sector. You’ll be part of a dynamic, fast-paced team full of people who are passionate about social impact and the student experience. We believe in challenging and trusting you from early on - you’ll receive plenty of responsibility and freedom to shape our processes. You will receive support to help you develop personally and professionally - this is a fantastic opportunity for career progression whether within our organisation or as a stepping stone. Read about our benefits [here](#).

Location: London or remote with good links to London (to be discussed with candidate). Travel is required in this role; all expenses reimbursed.

Line Manager: Network Director

Salary: £22,000 - £24,000

Start date: From April 2020

Contract Type: Fixed term until July 2021, with extension dependant on performance
Application Process

To apply, send your CV and covering letter (maximum 1 pages) to sim.dhanjal@studenthubs.org. Please detail your relevant skills and experience that make you a good fit for the role and the organisation. If you wish to discuss the role, please contact Sim Dhanjal at sim.dhanjal@studenthubs.org to arrange a call.

When submitting your application, we request that you fill in our Equal Opportunities Monitoring form which can be found here.

Deadline: Rolling applications
Next Interview Date: Tuesday 3rd or Thursday 5th March

Please specify in your application email if you are unable to attend the current interview date for any reason.

We are looking forward to hearing from candidates who share our values and want to help us make our vision a reality.

Student Hubs does not discriminate in employment matters on the basis of ethnicity, nationality, religion, gender, age, sexual orientation, disability or any other protected areas. We support workplace diversity and believe it creates dynamic, relevant organisations, fostering spaces for innovation and creativity. We are working hard to increase diversity in our team and would like to encourage your application to become a part of it.

We are happy to make reasonable adjustments to enable candidates to show their suitability for any role. If you have particular accessibility needs, including special educational needs and would like to discuss them at any stage of the application process, please get in touch with the hiring manager Sim Dhanjal at sim.dhanjal@studenthubs.org, to let us know how we can make the process more accessible.

At Student Hubs, we are committed to protecting and respecting your personal data: we want you to understand exactly how we process your personal data and why we need this information. You can view our Privacy Notice here.
Responsibilities

Impact
- Manage impact measurement processes; including overseeing data collection, setting up feedback forms and supporting the Network Director to analyse data
- Lead on the copywriting of the Student Hubs Annual Impact Report
- Lead on writing reports to national and local funders
- Implement alumni engagement strategy, including, but not limited to, collecting data from alumni and recent graduates, and delivering an alumni fundraising strategy
- Support programme development through running monthly catch-ups for programme leads and providing frameworks for programme improvement

People and Culture
- Support the delivery of monthly in-person all-staff days by organising agendas, logistics and comms
- Develop and conduct the Student Hubs staff survey
- Arrange one-off training sessions to support staff development
- Organise annual summer events for student committees and for the staff team

Human Resources
- Update core HR policies annually
- With the Network Director and Safeguarding Lead, conduct safeguarding, risk, and GDPR check-ins and audits
- Oversee key HR processes; including, but not limited to, recruitment, appraisals, exit interviews, probation periods, and contracts

Operations Management
- Lead on the implementation of a new tech system, ready to launch for the 2020-21 academic year
- Carry out a migration of our current G-Drive system
- Monitor a variety of external-facing email addresses and inboxes
- Manage online accounts such as Mailchimp and Canva

Additional Responsibilities
- Represent Student Hubs at a range of events
- Work with Network Director, CEO, Sales Director and Marketing Manager to support the wider staff team with operations on an ad-hoc basis
- There is scope to take on additional responsibilities related to the role as the candidate develops and as opportunities arise
**Person Specification**

The ideal candidate will be an ambitious self-starter with relevant organisational and project management experience, a passion for social action, and a desire to grow within their role in the charity. You will be energised by working across a range of teams, working remotely and supporting the network in a variety of core areas. You will be driven by creating and improving processes and by bringing people together.

This position is a fixed-term contract until July 2021. There is the possibility of the contract being extended depending on performance. The successful candidate will have the following competencies and experience:

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<thead>
<tr>
<th>Criteria</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Experience of project or programme management</td>
<td>Essential</td>
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<tr>
<td>Structured approach to planning and organising work</td>
<td>Essential</td>
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<td>Strong organisational skills with excellent attention to detail and ability to manage time well</td>
<td>Essential</td>
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<td>A persuasive enthusiasm for and commitment to social action</td>
<td>Essential</td>
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<td>Adaptability and willingness to learn</td>
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<td>Commitment to Student Hubs’ Vision, Mission and Values and ability to fit into our organisational culture</td>
<td>Essential</td>
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<td>A confident, can-do and proactive attitude</td>
<td>Essential</td>
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<td>Experience of creating innovative solutions and projects</td>
<td>Desirable</td>
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<td>Experience of delivering and facilitating training sessions</td>
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<td>Experience of developing and/or implementing teaching pedagogies</td>
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<td>Contextual knowledge of the university landscape and higher education sector</td>
<td>Desirable</td>
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