

# BCUSU

## Vice President Student Experience – Job Description

### 1. Trustees

#### 1.1. Overall Responsibilities

### 2. Trustees

2.1. To be a Trustee of the Students' Union and fulfil all duties and responsibilities of a Trustee as laid out in the Memorandum and Articles of Association and relevant company and charity law.

2.2. To be responsible for ensuring that the Students' Union is administered in accordance with its Memorandum and Articles of Association, the associated bylaws, and all current law as it relates to Students' Unions, charities and companies.

2.3. To promote the Purpose, Vision, Aims and Objectives of the Students' Union, and in particular their own areas of activity, on every campus of the University.

2.4. To act fairly and reasonably in the making of any decision.

2.5. To act in the best interests of the Students' Union and to not seek any personal gain from the term of office.

2.6. To ensure that all property and investments of the Students' Union are prudently and efficiently administered.

2.7. To be a cheque signatory for the Students' Union.

### 3. Student Representative

3.1. To work as a member of the Executive team on all campaigns of the Students' Union as determined by the Student Council from time to time.

3.2. To ensure that as much time as is practical is spent at all of the various offices of the Students' Union and campuses of the University.

3.3. To actively engage with students at every single campus, encouraging their participation & involvement in all Students' Union activities.

3.4. To ensure all students involved in their activity areas are fully aware of the law, policies and procedures relating to their activity.

3.5. To report back on all activities undertaken to the Student Council and the rest of the Executive Officer team as required.

### 4. Work Responsibilities

4.1. To work in partnership with relevant Students' Union staff in all areas of work.

4.2. To liaise regularly with their designated key contact.

4.3. To produce plans for the effective handover of duties to the incoming Executive team.

4.4. To devise, submit and monitor all budgets in their activity area, to ensure there are no negative variances.

4.5. To follow the Equality and Diversity Policy of the Students' Union representing disadvantaged and minority groups in all areas of student life, ensuring that they are able to play as full a role as they wish without fear of harassment or discrimination.

### 5. Vice President Student Experience

#### 6. Power of 3

**6.1. Review, prioritise and develop member services, investigating the feasibility of new services to improve the student experience**

**6.2. Ensure all services for students are accessible to those students that need them**

**6.3. Promote the welfare and rights of students**

# BCUSU

## 7. Welfare

- 7.1. To ensure support mechanisms exist to give individual and groups of students help and advice when needed.
- 7.2. To take up issues raised by students as social policy matters or campaigns when necessary.
- 7.3. To co-ordinate student officers as members of various University committees: representation panels, student complaints and disciplinary committees.
- 7.4. To update and enforce, as necessary, the Students' Union's Equality & Diversity policy. To monitor and develop the Students' Union's activities in the light of this policy and ensure sufficient training is provided.
- 7.5. To run welfare-based campaigns for students across all campuses.
- 7.6. To co-ordinate the Students' Union's various security and safety initiatives.
- 7.7. To be responsible for ensuring that welfare matters are publicised widely throughout all Birmingham City University Campuses.
- 7.8. To ensure that the Students' Union provides up to date quality advice and representation to students across all Birmingham City University Campuses.
- 7.9. To work alongside the relevant staff to determine and monitor strategies for the development of the Advice Centre.

## 8. Member Services

- 8.1. To investigate the feasibility of new member services to improve student experience
- 8.2. To oversee the performance of the Students' Union's member services activity including Birmingham City Enterprise Ltd. (welcome desks, shops, bars, entertainment, vending and other).
- 8.3. To assist in preparing plans for the development of all member services.
- 8.4. To be responsible for the preparation and monitoring of Member Services & Enterprise Ltd budgets.
- 8.5. To assist in preparing the departmental plans for member services.
- 8.6. To oversee the marketing plans for all Students' Union trading outlets, in particular the plans for achieving sales targets and for product range.
- 8.7. To be the key student contact with NUSSL and other relevant external organisations.
- 8.8. To ensure that the Students' Unions' Member Services meet students' demands.

## 9. Wider services for students

- 9.1. Ensure all services for students are accessible to those students that need them.
- 9.2. Be the lead contact for advising the University on services for students, specifically around suitability and accessibility.
- 9.3. Work with the University on developing new services to improve the Student Experience.