



Student Advocacy & Wellbeing Coordinator

Job Guide and Requirements

QMUSU

Vision

Supporting and enhancing the overall student experience and encouraging engagement within the QMU community.

Mission

To be an effective student-led organisation that is adaptable, sustainable and inclusive whilst providing representation for, and relevant services to QMU students.

Values

Student led, student focused.

The Students' Union is a registered charity. We have a Board of Trustees who work with democratically elected Student Officers and Chief Executive officer to run the organisation. The core of our work is to represent and support students and enhance their student experience.

The Students' Union believes that the overall student experience is vitally important to our members both during academic study and in securing future employment. The Union is committed to supporting all matriculated students of the Queen Margaret University, Edinburgh campus (based in Musselburgh) no matter their circumstances and will always endeavor to cater for the diverse student body.

Initiatives led by students are at the heart of our services and we aim to help our members' personal development and employability.

Any commercial surpluses made by the Students' Union are reinvested into the core services we provide to members, these include; support, representation, campaigns, events and sports and societies.

Job Details

Title	Student Advocacy & Wellbeing Coordinator
Reporting to	Deputy Manager
Location	The Students' Union, Queen Margaret University
Grade and Salary	£25,625
Hours	36 hours per week, Monday to Friday. Monday to Thursday – 9:00 – 17:00 Fridays – 09:00 – 15:30
Contract Type	Permanent

Understanding the role

As the go-to person in the Students' Union for student advocacy and wellbeing, you'll be at the heart of our mission to empower and support the student community at Queen Margaret University. No two days are the same in this multi-faceted role, whether you're delivering vital wellbeing services, helping students navigate university life, or supporting campaigns on academic and welfare issues, your work will have real impact.

QMUSU is a close-knit organisation led by a team of two elected Student Presidents with support from the CEO and seven dedicated staff. We value collaboration, flexibility, and creativity, especially in a role like this, where you'll wear many hats and contribute across various areas of SU life.

What You'll Do:

- Manage the delivery and continuous improvement of the Help Zone service
- Work hand-in-hand with elected officers to deliver engaging campaigns
- Coordinate and deliver relevant wellbeing information to students
- Liaise with students, staff, and external partners to ensure high-quality support
- Take initiative, adapt to new challenges, and support the wider SU team
- Occasionally work evenings or weekends (with time off in lieu)

Who We're Looking For:

You're someone who thrives in a busy, student-centred environment. You're organised, approachable, and passionate about making a positive difference. With your flexible attitude, strong interpersonal skills and solutions focused approach to work, you'll be a key part of what makes QMUSU a supportive and vibrant place for all students.

This role reports to the Deputy Manager and offers an excellent opportunity to develop a broad skillset while working at the intersection of education, wellbeing, and student life.

Key Functions

- To co-ordinate, promote and deliver the work of the Help Zone, supporting students throughout their experience at University.
- To support elected officers to run effective campaigns focused on academic / welfare matters to support / advocate for their needs.
- To maintain regular delivery of Wellbeing initiatives and messaging throughout the year
- To produce reports based on Help Zone usage to share insights with senior management and elected officers.

Main Duties & Responsibilities

STUDENT SUPPORT

- Co-ordinate, promote and deliver the work of the HelpZone
- Advise and support students on a one-to-one basis on matters relating to Academic Appeals, Complaints, Disciplinary and Fitness to Practice.
- Record student enquiries, producing data driven reports on local usage and trends
- Attend with and/or advocate for students in meetings with the University as appropriate
- Keep up to date with developments in local policy or procedural changes at QMU and in the national Higher Education sector ensuring reference material and information is relevant.
- Promote the QMU Wellbeing Adviser and Counselling Service to students.
- Coordinate relevant wellbeing messaging, initiatives, events and campaigns to the student body.
- Actively seek student feedback on what is relevant and important to the student body with regards to Wellbeing and student concerns.
- Undertake welfare casework: assessing each individual student's requirements and providing appropriate advice, or referrals to specialist agencies, either within the University or externally.
- Ensure casework information is entered into and stored effectively to facilitate monitoring and evaluation.
- Research and develop multi-platform resources to provide information and guidance to students on key issues
- Support student officers to develop and implement welfare / academic campaigns.
- Provide a C-Card Service to students through the Help Zone.

Additional responsibilities

- Develop and maintain partnerships with staff at Queen Margaret University for the benefit of students
- Use a range of technologies to deliver services
- Work collaboratively and flexibly across the organisation, contributing as necessary to wider work of the Students' Union
- Support the work of large Students' Union events / activities as appropriate, contributing to events such as Welcome Week, Star Awards, Grand Ball etc.

Key work relationships

- Deputy Manager
 - CEO
 - Elected Officers
 - University support services
 - University academic staff and administration
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- Service Users
 - Other Students' Union staff as appropriate
 - External partners/contacts, including NHS Lothian, Shelter Scotland, Police Scotland etc.

Person Specification

	Essential	Desirable	Assessed by:
QUALIFICATIONS			
Relevant experience of at least 2 years in a similar role or educated to degree level in a relevant subject		✓	Application
EXPERIENCE & KNOWLEDGE			
Experience of developing, supporting and monitoring efficient systems of work	✓		Application & Interview
Experience of providing support to a range of people	✓		Application & Interview
Experience or understanding of member led organisations	✓		Application & Interview
Experience of collaborative working	✓		Application & Interview
Knowledge of the services provided by a Students' Union and their democratic structures	✓		Application & Interview
Experience or understanding of representation systems	✓		Application & Interview
Experience of working or volunteering in the voluntary sector		✓	Application & Interview
Experience of working with Higher Education policies and regulations		✓	Application & Interview
SKILLS & ABILITIES			
Excellent organisational skills	✓		Application & Interview
Ability to work flexibly to suit the needs of the organisation	✓		Interview
Ability to work on own initiative and as part of a team	✓		Interview
Proficient in the use of Microsoft IT tools including Teams, Word, Excel and PowerPoint and willing to keep up to date with new platforms as required	✓		Application & Interview
Able to support students and student Officers and contribute to their development	✓		Interview

PERSONAL ATTRIBUTES			
Excellent communicator with a personable manner	✓		Interview
Will take a positive attitude to solving problems, generating ideas and bringing solutions	✓		Interview
Excellent time management skills	✓		Interview
Flexible approach to work	✓		Interview
Enjoy working with a diverse range of students	✓		Interview
Demonstrates a non-judgemental compassionate approach	✓		Interview
Happy to take on occasional evening and weekend work such as welcome week or an outreach event.	✓		

Recruitment Timeline

Closing Date: Monday 7th September @ 9am

Interviews: Thursday 17th September in person on campus

Application: Please send a CV and cover letter (no more than 2 A4 pages) outlining against the job description and person specification how you meet the requirements for the role.

Email applications to Dan Doyle, ddoyle@gmu.ac.uk

