



Student Representation & Communities 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.

Queen Margaret University Students' Union (QMUSU) is a registered charity. We are governed by a Board of Trustees who work alongside democratically elected Student Officers and the Chief Executive to run the organisation. At our core, we represent and support students while enhancing their overall university experience.

Initiatives led by students are at the heart of what we do. We aim to support our members' personal development, amplify their voices, and contribute to their future success. Any commercial surpluses are reinvested directly into core student services including representation, support, campaigns, events, and student-led activity such as sports and societies.

Job Details

<i>Title</i>	Student Representation & Communities Coordinator
<i>Reporting to</i>	Deputy Manager
<i>Location</i>	The Students' Union, Queen Margaret University
<i>Grade and Salary</i>	£25,000
<i>Hours</i>	36 hours per week, Monday to Friday. Monday to Thursday – 9:00 – 17:00 Fridays – 09:00 – 15:30
<i>Contract Type</i>	1-Year Fixed Term (with possibility of extension)

Understanding the role

This is an exciting campus-based post created to strengthen our support for both student-led communities and our academic representation system. Whether you are supporting and ensuring our course reps have the tools and voice they need to succeed, empowering underrepresented student networks or helping a club or society get started – you'll be right at the centre of what makes QMU a vibrant and inclusive community.

You'll work closely with elected officers & student volunteers to help them achieve their goals, and you will also liaise with university staff, all to ensure that students are leading the way in shaping their QMU experience, both socially and academically.

What You'll Do:

- Be a main point of contact for course representatives and student groups
- In collaboration with university staff, support course representatives to gather feedback and share data constructively with the University to improve the academic experience of students at QMU
- Support course representatives in University meetings / forums.
- Provide support and practical assistance to elected officers to develop initiatives to enhance the experience of our student groups and representatives.
- Work in collaboration with the relevant elected officers to support student groups to raise awareness, run their events, fundraise to finance their activities and develop new mechanisms for engaging their members
- Be available to work at student events run by the SU. This may include occasional weekends and evenings (with time off in lieu).

Who We're Looking For:

You are someone who is passionate about and believes in the student voice being listened to and you love working with students to make their experience at university better. You care about enabling academic representatives to achieve real change, and you'll support student communities to thrive and succeed. 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 community organising, education, and student life.

Key Functions

- Involved in the training and recruitment of Course and School Representatives
 - Maintaining the relevant administration of these groups
 - Ensure year-round communication and support for course representatives
 - Work with Course and School representatives to capture data and insight of their work in effecting change within the school
 - Assist the Deputy Manager with the annual Student elections
 - Promote and support underrepresented communities within QMU
 - Offer practical support to ensure elected officers are able to run effective campaigns focused on representation and communities
 - Work well within the team to ensure the student experience is the best it can be
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Main Duties & Responsibilities

Academic Representation

- Coordinate recruitment, training and support for Course Reps in partnership with the University.
- Build relationships with schools and programme Leaders to ensure reps are engaged and supported.
- Support elected officers in academic campaigns, student voice initiatives, and learning experience feedback loops.
- Collaborate with elected student officers to develop inclusive engagement strategies that empower students from across the QMU community to participate in and shape the Students' Unions representative structures and priorities.
- Maintain strong communication between students, reps, and staff to amplify the academic student voice.
- Work in partnership with University teams to design and deliver new methods of online training, communication, and development for Course Reps.
- Explore digital peer networking opportunities for reps to share experiences and collaborate across programmes and schools.
- Develop user-friendly digital channels for reps to gather and submit student feedback efficiently.

Student Communities

- Support all student-led groups including, liberation networks and identity-based communities, societies and sports teams to run successfully and inclusively.
- Provide development, guidance, training, and recognition to student group leaders and volunteers.
- In collaboration with other staff and volunteers, coordinate events and campaigns that build belonging, engagement and visibility for diverse student communities.
- Monitor and promote opportunities for students to create new groups and communities.
- Support student groups to explore self-generated funding opportunities, including fundraising initiatives, grant applications, and ethical sponsorships, to strengthen their financial sustainability and autonomy
- Develop and pilot new digital platforms or methods for engaging online and commuter students in co-curricular life and community building.
- Create online toolkits, guides, and templates for student group leaders to support remote event planning, hybrid community-building, and digital participation.

Additional Responsibilities

- Support the work of large Students' Union events / activities as appropriate, contributing to events such as Welcome Week, Star Awards, Grand Ball etc.
- Providing cover to the front desk when the Union Affairs Coordinator is out of office / unavailable.
- Provide insight and reporting on participation and engagement across community groups and rep structures.
- Identify and reduce barriers to participation for students from underrepresented backgrounds.
- Provide admin support to the Sabbatical Officers to ensure effective leadership of the Officers Committee

Key work relationships

- Deputy Manager
- Elected Officers
- Other Students' Union staff as appropriate
- CEO
- University support services
- University academic staff and administration
- Service Users

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		X	Application
EXPERIENCE & KNOWLEDGE			
Experience of supporting student groups, societies or similar community organising groups	X		Application & Interview
Experience of community development, inclusion or engagement posts	X		Application & Interview
Experience working with volunteers and / or democratic structures	X		Application & Interview
Strong interpersonal and communication skills	X		Application & Interview
Organised and able to manage multiple priorities	X		Application & Interview
Passion for empowering students and enabling student leadership	X		Application & Interview
SKILLS & ABILITIES			
Excellent organisational skills	X		Application & Interview
Ability to work flexibly to suit the needs of the organisation	X		Interview
Ability to work on own initiative and as part of a team	X		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	X		Application & Interview
Able to support students and student Officers and contribute to their development		X	Application & Interview
PERSONAL ATTRIBUTES			
Excellent communicator with a personable manner	X		Interview
Will take a positive attitude to solving problems, generating ideas and bringing solutions	X		Interview
Excellent time management skills	X		Interview
Enjoy working with a diverse range of students	X		Interview
Takes a proactive approach to ongoing learning and personal development	X		Interview

Happy to take on occasional evening and weekend work such as welcome week or an outreach event.	X		interview
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Recruitment Timeline

Closing Date: Friday 19th June @ 1pm

Interviews: W/C 29th June

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.

Application note: Please take the time to draft your cover letter and explain your experience against the criteria set out within the person specification. While we fully appreciate candidates may use AI throughout the process of drafting their application, we strongly encourage applicants to ensure that their submission reflects their own experience, voice and motivations for the role. We are particularly interested in hearing authentic examples, reflections and insights that demonstrate your suitability for the position.

Email applications to CEO, Dan Doyle Doylddoyle@gmu.ac.uk