



GENERAL MANAGER

Recruitment Pack

October 2017



Welcome from the President

On behalf of Liverpool Hope Students' Union, I would like to thank you for registering an interest in the role of General Manager and welcome you to Liverpool Hope.

The General Manager leads the staff team, handles a range of crucial stakeholder relationships and provides coaching and support to our student leaders to ensure they make a difference.

For the past several years, Liverpool Hope Students' Union has been on an exciting journey, growing services, developing strategies and gaining increased student satisfaction. After 5 successful years our General Manager is moving onto a new role with another Students' Union and we are now looking to appoint a creative, forward thinking and student-focused successor to take this independent charity to the next level.

As General Manager, you will lead on the development and implementation of our next strategic plan, driving success in our culture, people and finances to ensure that effective processes are in place to meet and monitor our objectives. You will also have an eye on the wider Student Experience, ensuring our elected student officers are supported to influence the University and wider partners to deliver and enhance the best possible student experience.

You may already be in a leadership role within a Students' Union, but we are also interested in candidates from different sectors who bring transferable skills and are motivated to lead in an organisation that has the potential to make a significant impact on students' lives.

Liverpool Hope Students' Union has a commitment to being an inclusive and diverse organisation. We recognise our workforce isn't as diverse as it could be and are currently underrepresented in, among others, the following areas:

- People of Black and Asian minority ethnicity
- Disabled people
- Lesbian, gay, bisexual, transgender + people

We would encourage applications from people who identify in these groups.

We believe the recruitment of quality staff members is vital to our success. If you believe you have the skills, experience and passion to assist us in achieving our vision then we would really like to hear from you.

Jack Johnson
President



About Liverpool Hope Students' Union

Liverpool Hope Students' Union is an independent charity representing all students at Liverpool Hope University. We are a small students' union with approximately 6,000 members based over 2 sites – Hope Park in Childwall and our Creative Campus in Everton.

Liverpool Hope Students' Union is an exciting and vibrant place to work. We currently have three areas of focus: Welfare, Representation & Democracy, and Student Activities, Clubs & Societies. These areas of focus are co-ordinated and organised by three full time members of staff and are further supported through the work of the Fulltime Sabbatical Officers and Volunteer Student Officers.

We are seeking a committed and enthusiastic General Manager to join a small team of staff at an incredibly exciting time for the Union. We are looking for an outstanding individual who has the ability to lead, manage, support and develop the staff and services of the Union. The successful candidate will become part of a vibrant and enthusiastic team and will implement, review and evaluate our next Strategic Plan. They will also offer support and direction to staff and Sabbatical & Student Officers and will have an understanding of Higher Education and the needs of students in HE or will have significant experience in the third sector.

Our Vision

Ensuring the best student experience; inspiring success and positive change

By, for and of the students – there is no better way to encapsulate our purpose. We are a membership led organisation driven by our core values. Liverpool Hope Students' Union is, quite simply, every student at Hope coming together to make positive change. Elected Officers work toward this by representing students' views, needs and concerns to the University and relevant external organisations. We're here to offer advice on a variety of things from academic matters to housing, as well as giving students the opportunities to do what they love doing through our clubs, societies and sport teams.

Our values are to:

Champion Democracy & Representation

Be Innovative

Show Enthusiasm

Celebrate Liberation & Diversity

Have Fun



Informed by our values and aiming always for our vision we provide our members with a number of services and believe this provision makes a significant contribution to the student experience of our members.

We do this by focusing on four strategic priorities:

Leading the Way: we will empower students to represent themselves & become future leaders

Learning for Success: we will work with each member to ensure they have access to a learning environment that allows them to fulfil their academic potential

Living to the Full: we will create opportunities for students to take advantage of and we will empower them to forge their own opportunities

Supporting Communities: we will foster an environment, which removes barriers & enables every student to feel part of both the Hope Community and wider Liverpool Life

Useful Links

Our Strategic Plan, Constitution & Bye-Laws: <https://www.hopesu.com/main-menu/your-su/how-we-re-run>

Our Annual Accounts:

<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithoutPartB.aspx?RegisteredCharityNumber=1150387&SubsidiaryNumber=0>

Liverpool Hope University: <http://www.hope.ac.uk/>

NUS Connect: <https://www.nusconnect.org.uk/>

Job Description

Job Title:	General Manager
Location:	Liverpool Hope Students' Union
Salary:	£32, 548 - £38,833
Hours of Work:	Annualised hours based on a 35 Hour week, with a requirement to attend some evening and weekend meetings/events
Responsible To:	The Board of Trustees, via the Union President
Responsible For:	All staff contracted to Liverpool Hope Students' Union (please refer to organisational chart attached)
Job Purpose:	To work alongside the Elected Officers and Trustees of Liverpool Hope Students' Union to ensure the Union's vision, goals and core values are achieved through the effective management of the organisation's resources. To ensure the Union operates effectively on a day-to-day basis maximising benefit to our members.
Key Relationships:	The Board of Trustees, Full and Part Time Elected Officers, Liverpool Hope Students' Union Staff, Liverpool Hope University Senior Management, NUS and other affiliated Organisations.

Main Duties and Responsibilities

General Management:

- To maintain high standards of performance across all Liverpool Hope Student's Union operations.
- To co-ordinate the development and implementation of the Union's strategic plan, alongside the Fulltime Elected Officers, Union staff and Part-Time Officers.
- To oversee Liverpool Hope Students' Union's communications including the development of digital and social media channels to reach our members.
- To keep accurate paper based and electronic records for the Union, whilst ensuring that data protection procedures and policies are followed.
- To encourage continuous improvement and efficiency in planning and delivery.
- To work with the University on key policies which impact students including the development of the Relationship Agreement.
- To support and provide guidance to Full and Part Time Elected Officers and any members of staff, including objective setting, regularly reviewing progress and ensuring training and support programmes are in place.

- To ensure there is continuity within the transitional periods for Fulltime Elected Officers.
- To be responsible for all HR matters relating to Liverpool Hope Students' Union, maintaining appropriate policies and procedures to ensure all recruitment, training and reward activity matches the needs of the organisation.
- To work together with the President, to ensure that the Board of Trustees is able to fulfil its role.
- To maintain appropriate procedures for recording personnel and payroll issues.

Finance:

- To oversee the management of finances and to ensure that effective systems and procedures of financial and budgetary controls are in place for the long-term stability of the Union providing management information as and when required.
- To ensure that regular account updates are presented to the Trustees highlighting any potential or actual variances to the agreed budget.
- To manage our media sales and identify other avenues of income generation.

Governance:

- To ensure the Union governance structure and business support functions are effective in supporting our members, whilst maintaining organisation and statutory compliance.
- To develop the Students' Union's Constitution, policies and procedures as required and ensure all Liverpool Hope Students' Union activities abide by these.
- To ensure the Union meets its legal and statutory responsibilities in all regards. This will include periodic reporting to external bodies and to Liverpool Hope University when appropriate.

Personal Leadership:

- To represent the organisational needs of the Union to partners and build effective working relationships with elected Officers, Key University Personnel and internal/external stakeholders.
- To participate in appropriate training and Continuing Professional Development.
- To act at all times in a manner which promotes a positive impression of the Union to members, staff, trustees, the University and the wider community.
- To undertake other tasks and responsibilities as reasonably requested by Trustees.
- To assume overall responsibility of the day to day management of the Union.

The nature of this post will require additional commitment over and above normal office hours. Payment of these hours is incorporated in the remuneration package.

This Job Specification is subject to alteration after consultation with the post holder following any change in Circumstances.

Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	MEASURED BY (A = Application / I = Interview)
Education/Professional Qualifications			
Educated to degree level or equivalent	X		A
Evidence of Continuous Professional Development		X	A / I
Management Experience			
Ability to demonstrate and inspire leadership	X		A / I
A proven track record in managing the performance of staff & volunteers to ensure successful delivery of services to a range of stakeholders	X		A / I
Ability to establish clear targets and defined plans to effectively manage resources to deliver strategic objectives	X		A / I
A proven track record of effective financial and resource management	X		A / I
Evidence of Senior Management Experience including reporting at Board Level		X	A / I
Knowledge and Skills			
Evidence of an understanding of the issues affecting students in Higher Education	X		A / I
Commitment to the creation of an environment that promotes equality of opportunity whilst recognising and valuing diversity.	X		A

Knowledge of the statutory framework in which students' unions operate		X	A / I
Ability to communicate effectively in all forms and at all levels	X		A / I
Evidence of capability of leading, maintaining and updating a website		X	A / I
IT Skills (specifically Microsoft products) with a good understanding of Social Media and Networking		X	A / I
An ability to use financial software packages effectively (i.e. SAGE 50 Accounts)		X	A / I
Previous experience in HE/FE, SU or third sector		X	A
Personal Attributes			
Strong experience of building and influencing effective relationships	X		A / I
A committed individual, with the ability to think strategically	X		A / I
Strong interpersonal skills and the ability to work closely with elected Student Bodies and Students	X		A / I
Excellent project management skills with the ability to oversee multiple projects simultaneously	X		A / I

Guidance notes to aid your application

Milestone	Date
Applications Open	Monday 16 th October
Application Deadline	Monday 20 th November 12 Noon
Shortlisting	Wednesday 22 nd November
Interview	Friday 1 st December

*Please note that this timetable may change. Any changes will be indicated on <https://www.hopesu.com/main-menu/get-involved/work-with-us> If in doubt please contact Jack Johnson (pres@hope.ac.uk 0151 291 3706) to discuss.

How to Apply

You often only get one chance when applying for a job, so you have to make a good impact from the beginning.

Your application for the General Manager role should be made up of:

- A completed **Application Form**
- A completed **Equal Opportunities Monitoring Form** (this can be found to download at <https://www.hopesu.com/main-menu/get-involved/work-with-us>)
- Details of two **referees**

Sending Applications

Applications should be emailed to Jack Johnson – pres@hope.ac.uk with “[Your Name] – General Manager Application” in the subject field.

If necessary, post applications to:

Jack Johnson

Liverpool Hope Students’ Union

Hope Park

Taggart Avenue Liverpool

L16 9JD

Good luck with your application and thank you for taking an interest in Liverpool Hope Students’ Union

Liverpool Hope Students' Union Organisational Chart

