

Recruitment Pack

Queen Mary
Students' Union



Welcome to the Students' Union

Queen Mary Students' Union is a diverse, student-led charity that strives to be at the heart of the experience of all students at Queen Mary.

The Students' Union is democratically led by students and elected officers. The Elected Officers are supported by our staff team. We offer students a range of activities, opportunities and commercial services, with profits reinvested back into the Students' Union.

It is our job as a Students' Union to ensure all our students get the most out of their time here. We work to ensure all activities and services we offer encapsulate our values and create an environment where together, we improve students' lives.

We need your help to achieve this. We are a thriving organisation with a diverse and engaged body of staff, made up of career part-time student staff. We have immense pride in what we do and are constantly striving to do better.



President & CEO introduction



Serena-Amani
President
2023/24



Mike Wojcik
Chief Executive
Officer

We are proud to be a student-led, democratic membership organisation that is the voice of all students at Queen Mary. It's our job to represent students and ensure the University and wider community are listening to what our students have to say. We are committed to being at the heart of the student experience and our wide range of charitable and commercial services work hard to offer students opportunities to have fun, find a voice, be empowered and to get involved in a wide range of activities

Our staff team is a close-knit community. We are a fun, dynamic and exciting organisation to work for! We offer many opportunities to ensure staff develop both personally and professionally. There are many opportunities to deliver real change and make a difference.

Our Mission

**Together,
we improve
students' lives**

Our Vision

**We want to be
at the heart
of the student
experience**

Our Values

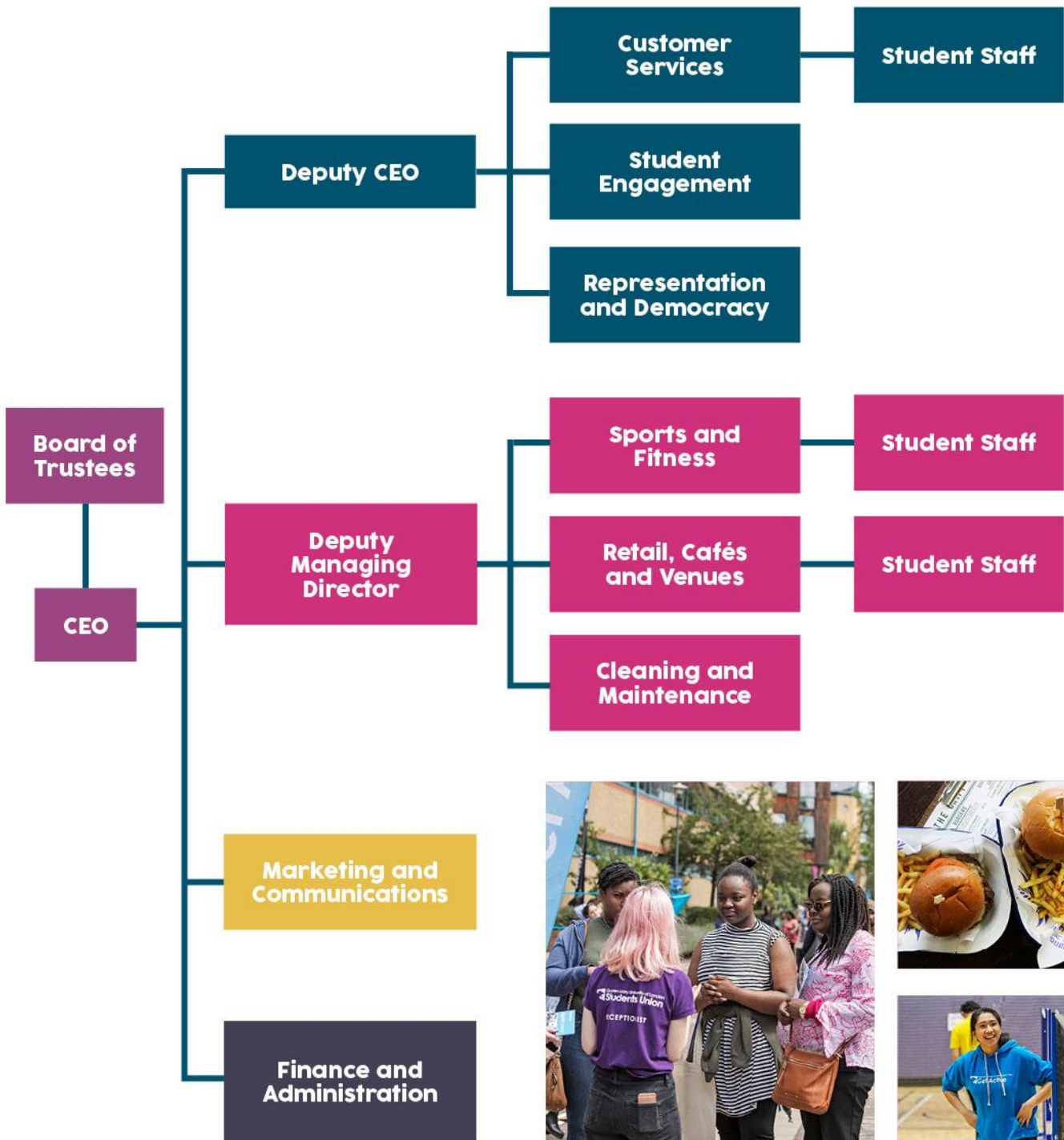
- **Student-led**
- **Democratic**
- **Transparent**

- **Supportive**
- **Inclusive**
- **Accessible**

- **Welcoming**
- **Fun**
- **Committed**



OUR STRUCTURE



OUR PROJECTS

Here are just a few of our campaigns and projects we have worked on over the last few years

We always work collaboratively with students, staff and community partners to achieve many successes that embrace our mission, vision and values. Our student-led activities have continued to see engagement from thousands of students, several brand-new initiatives have been started and across all our work student feedback has been used to develop and improve what we and the University offer. This is just a small selection of some of our highlights from the last few years.



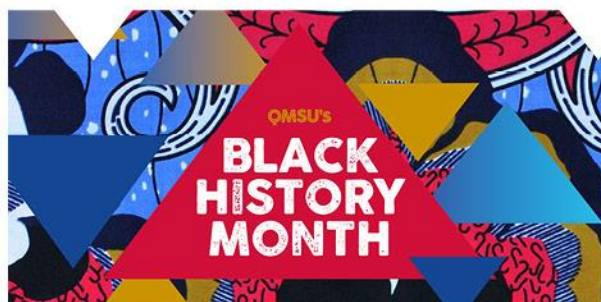
Reusable Mugs Save Thousands of Paper Cups Going to Waste

Since the introduction of our Students' Union-branded reusable mugs across our outlets and a new, increased discount of 20% when purchasing a hot drink with your own mug, our café has seen a huge increase in the numbers of people bringing their own mugs. Ground Café had 7,666 own mug sales in 2017-18, meaning thousands of single-use paper cups have been saved from landfill.



This Girl Can

This Girl Can Week celebrates women in sport and aims to boost female participation in sport across our campuses. In 2018-19, 212 students participated in 14 events across the week. 12 students were also profiled on our online channels.



Liberation Campaigns

We organise, facilitate and manage events throughout the year as part of our liberation campaigns – Asian Heritage Month, Black History Month, Islamophobia Awareness Month, LGBT+ History Month and Women's Week. The campaigns see a number of events held on campus, touring exhibitions, online profiles and features and awareness raising content across our website and social media.

STAFF BENEFITS



We have a fantastic range of benefits for our Students' Union staff.

A full range of benefits are available to staff that will support their personal development and provide them with a secure and interesting working environment. Here are some of the staff benefits below:

- [Annual leave](#) – the full-time annual leave annual entitlement is 30 working days (not including bank holidays)
- [Season ticket loan scheme](#)
- [Generous Pension scheme](#)
- [Cycle to work scheme](#)
- [Qmotion sport and fitness centre](#)
- [Employee Assistance Programme](#)
- [Flexible working practice \(based on personal circumstances and working preferences\)](#)
- [On-site day nursery](#)



Job description

Job details	
Job title	Events Administrator
Department	Students' Union (QMSU Services Ltd.)
Reports to	Head of Commercial Operations
Grade and salary	Professional Services Grade 2 £27,979 - £30,685 per annum
Hours per week	Full-time 35 hours per week
Appointment period	Permanent
Current location	Mile End campus
Work activity type	Operational administration

Job context

Queen Mary Students Union is a membership organisation that is the voice of all Queen Mary students. Queen Mary students' union also provide a number of commercial services including a gym, events, shops, licensed venues & hospitality. This role will take the lead on our alcohol free programme as well as promotion elements for events.

QMSU Services Limited is the wholly-owned subsidiary of the charity (QMSU – the Students' Union). Carrying on the business as a commercial social purpose company, the services are provided principally for students, staff, and guests of the University.

This role will incorporate the duty management of our retail activity on our Mile End Campus

Job purpose

To assist with the co-ordination of the annual student's union events calendar across all sites. To research coordinate and deliver all elements of the alcohol free & social postgraduate events program producing high quality events and activities to our student body. To coordinate and deliver events that appeal to our student groups which are less engaged. To manage and update the events social media & event pages within the www.qmsu.org website. To assist with the day to day administration procedures of the Students Union Venues & Events Department.

Main duties and responsibilities

- To create, monitor and review events and activities on and off campus as part of the non-alcoholic & events programme ensuring all stakeholders needs are met and a good quality event experience.
- In conjunction with the venues and events team to deliver a high quality and diverse programme of events across the student's union.
- Build relationship with external contractors, halls of residence & key stakeholders to ensure great service and delivery of events and activities.

- In conjunction with the venues and events team, develop and implement new events and activities that focus on wider participation of our students with attention to specific student groups such as international, postgraduate and mature students.
- To ensure effective production & distribution of publicity and digital promotion material for Students' Union events.
- As required provide supervision and duty manage at events ensuring events are operated in a manner that will maximise a positive customer experience.
- Deal with all events enquires, regarding admission, tickets sales and sign ups to events and activities notifying the line manager of any significant issues.
- To manage a small team of event staff including writing briefs & event plans as well as completing the shift rota.
- Effective administration of the QMSU website maintaining the events and social media pages.
- To have a full understanding of the MSL system to create events, activities, sign ups and tickets, with use of full reporting functions.
- To monitor and review demand and engagement of non - alcoholic events creating questionnaires, reports, feedback forms as required.
- To source, acquire and raise purchase orders for event materials or equipment, subject to the financial constraints of each event.
- To draft an annual review of the non – alcoholic events programme and suggest changes and improvements for future development.
- Work in a customer focused way and support the team in delivering QMSU strategic plan.
- Comply with all QMSU health and safety guidelines and undertake training where necessary
- Attend training courses, meetings, conferences, forums as required.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Requirements		Essential / Desirable
Qualifications	Education to Degree level or equivalent in Higher Education	E
Knowledge, Skills and Experience	Experience of planning events	E
	Experience of events within the student market	D
	Experience of working to set budgets and financial procedures	E
	Experience of managing a small team	E
	Experience of marketing events and activities	E
	Experience of dealing with challenging situations	D
	Knowledge, & interest in mainstream, niche & cultural events	E
	Competency with social media communication and marketing streams	E
	Excellent verbal and written communication skills	E
	Ability to use own initiative and work with minimum supervision	E
	Excellent time management to organise own workload	E
	Competent use of Microsoft office	E
	Ability to establish and maintain good working relationships with others	E
	Calm & confident when dealing with the general public	E
	Enthusiastic approach to work	
	Experience of working in a pressured environment	E
	Ability to work unsocial hours including evenings & weekends as necessary	E

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work. For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered highly skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Tier 2 (general visa). For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Contact details

For enquires related to this job role please contact:

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