

Role Profile: Senior Student Activities Coordinator

Job title:	Senior Student Activities Coordinator
Working hours:	35-hours per week (to be worked flexibly)
Salary:	Grade C (£31,357.00 to £35,550.18)
Reporting to:	Student Activities Manager
Direct Reports	Student staff

Role Purpose:

The Students' Guild is here to help students Love Exeter through supporting a wide range of student-led activities that provide exciting and rewarding opportunities for our members. This role leads and coordinates key areas of the Activities Team's work to ensure high-quality, consistent and inclusive support for student-led activities. As well as championing a diverse range of student-led interests that enable development, participation and belonging.

You will take responsibility for leading projects and areas of delivery within student activities, supporting the design and implementation of programmes of work, and ensuring effective, safe and engaging experiences for student groups. You will work across the team to provide oversight, guidance and support on more complex or higher-risk activity, while contributing to the continuous improvement of processes, systems and approaches that enable participation, development and belonging.

Key Accountabilities:

- Student leaders and volunteers having access to consistent, high-quality support, with clear guidance and resources that enable the effective delivery of inclusive and engaging societies and activities.
- Leading and coordinating key projects and areas of student activity, ensuring delivery is well-planned, effectively managed and contributes to wider programmes of work.
- Ensuring student group activity is safe, compliant and well-managed, with appropriate application of policies, procedures and risk management processes.
- Supporting the development and effectiveness of student leaders, including oversight of volunteer recruitment, induction, training, reward and recognition approaches.
- Improving and coordinating administrative, financial and operational processes, ensuring systems are efficient, consistent and provide a positive experience for student groups and volunteers.
- Identifying and reducing barriers to participation, promoting the development and sustainability of diverse student-led communities and a strong sense of belonging.
- Using insight, feedback and data to inform improvements to delivery, contributing to the ongoing development of services and support for student-led activity.

Key Responsibilities:

Delivery

- Lead and coordinate key projects and areas of student activity, ensuring delivery is effectively planned, organised and delivered to a high standard.
- Provide advanced support to student-led groups, offering guidance, training, resources and specialist knowledge, particularly in more complex or higher-risk situations.
- Oversee the effective management of volunteers, supporting the delivery of recruitment, induction, training, support, and reward & recognition approaches.

Last reviewed:

Role Profile: Student Activities Coordinator



- Coordinate and lead initiatives to improve engagement from under-represented students in student groups, volunteering and events.
- Support the delivery of departmental projects and programmes of work, ensuring alignment with priorities and successful implementation.
- Ensure activities are delivered within agreed budgets, with oversight of effective financial management across projects and delivery areas.

Development

- Design and deliver a range of training programmes and resources, ensuring student leaders and volunteers have the skills, abilities and knowledge to deliver their roles effectively.
- Contribute to the design and implementation of departmental programmes of work, supporting the translation of strategic priorities into delivery.
- Identify, develop and implement improvements to processes and systems, ensuring they are efficient, consistent and provide high-quality support to student-led groups.
- Embed student insight and feedback within the team, ensuring student-led activities continue to evolve in response to student needs and priorities.

Stakeholders

- Work in partnership with relevant University of Exeter departments, supporting the delivery of student-led groups, opportunities and events across the University.
- Collaborate with Guild colleagues, in particular Student Engagement and Communications teams, to ensure a consistent and effective approach to supporting students.
- Act as a key operational contact for specific projects or areas of work, building effective working relationships with internal and external stakeholders.
- Support elected Officers and Part-Time Officers to engage with student groups, enabling effective communication, feedback and student-led development.

Compliance

- Ensure consistent application of the Guild's and University policies and relevant legislation, including Health and Safety, Safeguarding, Media Law and Data Protection.
- Provide guidance and oversight on risk management and compliance within student group activity, particularly in more complex or higher-risk scenarios.
- Ensure student leaders, groups and volunteers operate in line with Guild Articles of Association, Byelaws, policies and procedures, and all relevant legislation.
- Oversee adherence to Guild financial regulations, ensuring appropriate financial procedures are followed within areas of responsibility.

Other

- Actively engage in student-facing projects and activities as required, including supporting delivery during key periods.
- Act as a role model for high-quality delivery and student support, promoting the organisation's values and approach.
- Maintain professional knowledge and networks, contributing to continuous improvement and sector awareness.

Criteria	
EXPERIENCE	• Experience engaging with members/customers and managing enquiries, including more complex or sensitive situations. • Experience of coordinating activities, projects or services. • Excellent written and verbal communication skills, with the ability to express empathy and actively listen in both in-person and online settings.
SKILLS & ABILITIES	• Project Management: Able to plan, organise and coordinate projects, monitor progress and ensure successful delivery. • People Development: Experience of supporting and guiding individuals to navigate a range of environments, engaging effectively with a wide range of audiences and stakeholders. • Volunteer Development: Ability to support the recruitment, retention, development and recognition of student volunteers, ensuring consistent and effective approaches. • Mentoring: Able to share knowledge, learning and best practice, and provide meaningful feedback that supports the development of others. • Adaptability: Able to engage with diverse audiences and communities, adapting communication styles and approaches to achieve shared goals. • Teamwork: Able to work collaboratively across teams, building effective relationships to support joined-up delivery. • Insight: Able to identify issues, use sound judgement in more complex situations, and contribute to solutions that enhance the student experience. • Accountability: Takes responsibility for own work, proactively manages competing priorities, and understands the wider impact of decisions and actions.
VALUES & BEHAVIOURS	• A demonstrable commitment to our organisation's values. • Comfortable working in a democratic, student-led environment, with the ability to empower and build constructive relationships with elected leaders. • Strong commitment to, and understanding of, the principles of equality, diversity, and inclusion.