

Job Title: SCA Queen's Campus Officer Grade 3.1 (£16,017)

1. Job Description

To facilitate the work of student volunteers through Student Community Action by providing support, liaising with partners and managing resources. In particular to support student volunteers at Queen's Campus.

- **Responsible to** – Head of Student Experience (Community and Outreach) with day to day line management by the SCA Coordinator
- **Place of work:** Nominally 4 days per week at Queen's Campus, Stockton-on-Tees, and 1 day in Durham. This is flexible due to the changing situation of Queens Campus.

2. Requirements

35 hours per week with the flexibility to work some evenings and weekends when required.

3. Responsibilities

Service and Support Provision

To support student volunteers, liaise and meet the student executive committee as well as the Queen's campus sub-committee.

To recruit volunteers for the different SCA projects through responding to student enquiries, assisting volunteers to find suitable projects, and ensuring that relevant documents are completed by the student.

To visit existing projects on a regular basis.

To represent Experience Durham to the student population.

To monitor and evaluate projects, review the needs of student volunteers and make the necessary recommendations to the student executive committee about project and partnership development.

Maintain standards as set out in university guidance through liaising with the Head of Student Experience to ensure each project is run to a safe and professional standard.

To support and oversee events running at both Durham and Queen's campus, and to liaise directly with the SCA event coordinator.

Assist with the delivery of the University Holiday Camps.

Managing Information.

The post holder will hold a good level of oral and written communication and be able to liaise with

senior management, the student population and community partners. They will have the ability to chair meetings and direct discussions.

To advertise volunteering opportunities through the Queen's Campus weekly email, website, and appropriate social media.

To ensure that all volunteers are aware of SCA's policies and procedures through circulating the volunteer handbook and organising inductions for new volunteers.

To ensure that information about SCA is available in colleges, through departments, and central social areas across Queen's Campus.

Monitor and evaluate Queen's Campus projects and keep accurate records of volunteering activity.

Act as an evidence checker for DBS checks.

Track and ensure that any incidences occurring on SCA Queen's Campus projects are recorded and acted upon appropriately.

Liaise and remain in close contact with all external projects and community contacts throughout the year.

Resolving Problems

Make independent decisions and solve problems on a daily basis in accordance with the University's procedures and policies.

Advise students on conflict resolution.

Making Decisions

Make decisions as part of a team with advice from the SCA advisory group, the student executive committee and Experience Durham team.

Working with Others

To work as part of a team with the SCA coordinator, Durham officer and student scholars.

To meet with the Queen's campus sub-committee on a fortnightly basis.

To organise and chair meetings for the SCA Queen's campus advisory group.

To support student volunteers and project leaders, the student executive committee and Queen's Campus sub-committee.

To liaise with senior management and community partners, forge links with volunteering services.

Ensure the work of SCA in Queen's Campus is represented in the local media, working with the student communications coordinator, and the university communications office.

To liaise as appropriate with university departments and services, DSU, and colleges and forge links with other volunteering services.

Planning and Organising

Work with the executive committee and the Queen's campus sub-committee to ensure that SCA at Queen's Campus has relevant publicity, media coverage, and events in line with those held in

Durham.

Evaluate and plan a training schedule for the academic year, and adapt this schedule to meet the needs of volunteers.

Organise the training residential and the exec training sessions.

Work Environment and Skills

To work nominally 1 day a week within the Experience Durham Office, Palatine Centre and 4 days a week in Queen's Campus with the flexibility to visit community partners and projects as needed.

Managing Others

To act in an advisory capacity to the student executive committee and Queen's campus sub-committee.

To support Queen's Campus project leaders in their role, meeting with them on a frequent basis

Any other responsibilities

Perform other such duties as may from time to time be required by the Head of Student Experience Outreach, Durham Officer or Executive Committee in order to provide an efficient Student Community Action.

4. The Individual

Essential:

- Educated to degree level (expected or achieved)
- An understanding of the higher education sector
- Experience of voluntary work
- Convey a genuine enthusiasm for community engagement
- Ability to encourage and motivate student volunteers
- Excellent communication and interpersonal skills, enabling effective communication with a wide range of individuals
- Friendly and approachable manner, with a commitment to the principles and practices of equality and diversity
- Ability to work as part of a team and to be receptive to new ideas
- Excellent organisational skills with a high level of attention to detail
- Ability to work independently and on own initiative
- Excellent IT skills in Microsoft Office, especially in Word and Excel
- Ability to work flexible hours as and when required
- Numerical proficiency

Desirable:

- Experience of youth work
- Experience of budget management
- Hold a driving licence
- Experience of designing and running training courses

This post is subject to a satisfactory DBS check.

Applications:

The deadline for receipt of applications is 5pm on Sunday 23rd April 2017.

Applications should be submitted, by email, to katie.j.stobbs@durham.ac.uk

Applications should include an up-to-date curriculum vitae and a covering letter of no more than 500 words explaining why you would like to be offered the post and what skills and experience you possess to allow you to succeed in the role.