



**NETWORK OPERATIONS
MANAGER**

Application Pack

July 2019

About Student Hubs

Student Hubs works to catalyse student involvement in social action.

We are a fast-growing charity working in UK universities to mainstream student-led social action, empowering a new generation of active citizens. We support students to take part in a wide range of social action and social enterprise projects; leading volunteering projects tackling local community need, setting up innovative social enterprises, consulting for local community organisations and gaining workplace experience in social impact organisations.

Student Hubs is only 11 years old but has already grown its network to over 25,000 students across our network of Hubs in seven universities. We support over 2,600 volunteers every year to take part in our programmes, partner with dozens of national charities and social enterprises, and hundreds of local community organisations across six cities.

We need the strongest staff team possible to support the big ideas that students bring to the table and make our vision a reality. Could you be part of it?

Theory of Change

At **STUDENT HUBS** we believe that when students are **SUPPORTED** to...



Our vision is a society in which every student engages with social and environmental challenges during their time at university, empowering them to become active citizens for life.

Our mission is to mainstream student social action, supporting a new generation of active citizens to achieve positive change now and in the future.



Our Values

We place these values at the core of all that we do. Below are some of the ways that we like to live these, but we're always interested to hear how you might interpret these, too.

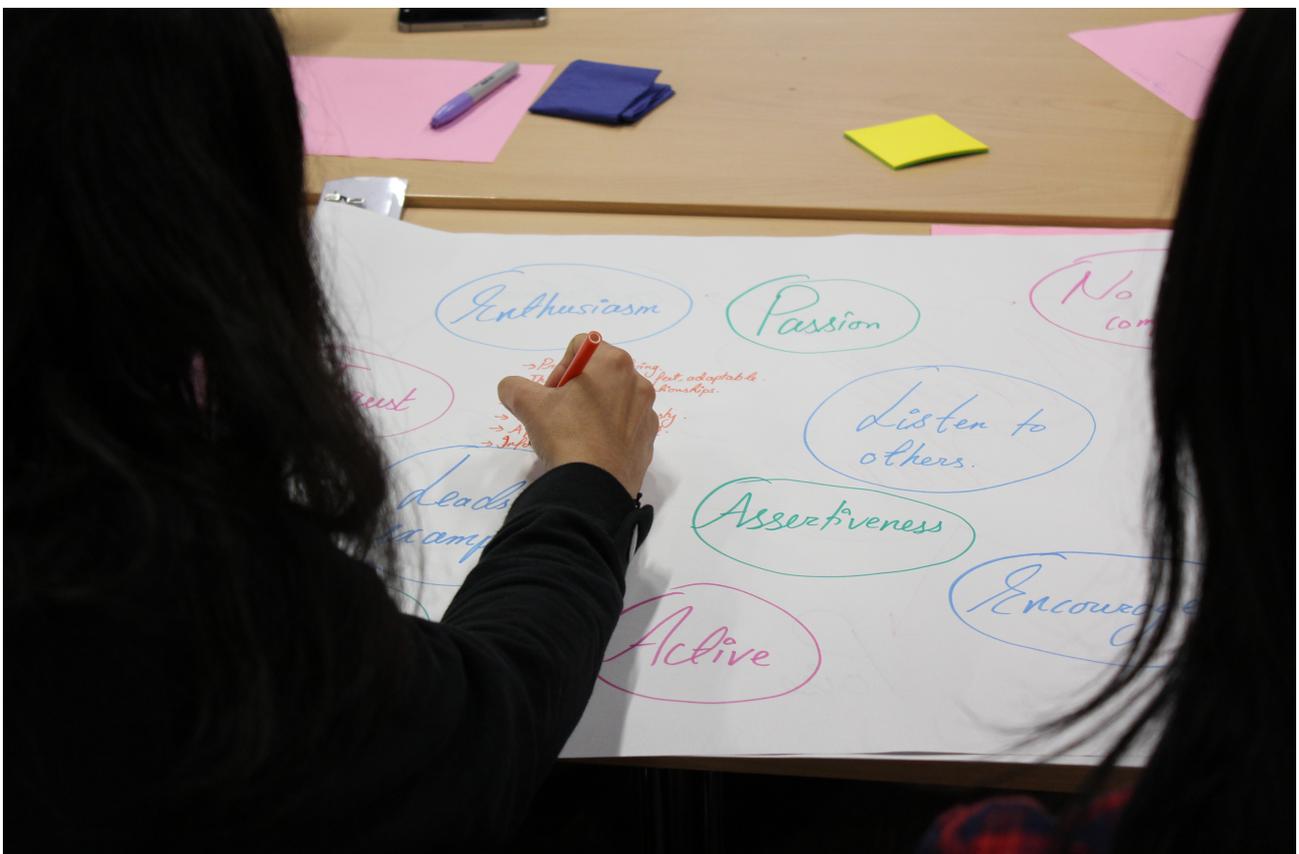
Be ambitious. We have an excellence reflex, we are problem solvers, have a natural tendency to fine tune, and go the extra mile just to check out the view. We are constantly learning.

Be social. We focus on personal relationships, nurturing and developing people. We are responsive, approachable, attentive, supportive to each other and naturally educative. We believe that together is stronger and fun is better. We like to join the dots between people and are collaborative.

Be motivational. We act positively, with enabling energy and motivation. We are optimistic and give everyone and everything a chance. We have an inspiring outlook to our work, are productive and idealistic.

Be bold. We're innovative and we're visionary, we want to push the boundaries of what is possible. We want maximum impact, and we will change things to get there. We're not afraid to try, and we're not afraid to fail.

Be long-term. We hold a long-term perspective, and will always stay true to our core values to guide us in the the future.





About the Role

Network Operations Manager

The Network Operations Manager will work closely with the Network Director, overseeing day-to-day activity across our network of local Hub teams and our national team. You are responsible for enabling all staff to pursue our vision and mission in a way that aligns with our values, our organisational culture and the six principles of high-quality youth social action. Your focus is primarily internal and includes people & culture, programmes, impact measurement, and compliance.

In this role and with this broad range of responsibilities, you should feel comfortable responding to the needs of the organisation by shaping your own work, creating and championing priorities, and mobilising individuals and teams within the organisation to enable progress. Success depends on proactivity, motivation of self and others, empathy and professionalism.

You will receive support and training to help you develop personally and professionally. Other previous Hub managers have gone on to gain senior management roles at Student Hubs and other organisations - this is a fantastic opportunity for career progression whether within our organisation or beyond.

This is an ideal role for anyone wishing to gain experience of operations within a small charity, and/or to develop a specialism in the following areas: People and Culture (HR), Impact Measurement, Programmes, Compliance.

Location: Flexible, with regular travel to London and other Hub cities required (all expenses reimbursed)

Salary: £25,000 pro rata

Line Manager: Network Director

Contract Type: 12 months fixed term contract, with possibility of extension

Hours: Part-time, 0.5 FTE (2.5 days/week)

We are currently recruiting for a number of part-time roles across the network, and are open to conversations with candidates about combining these into full-time roles depending on interest and experience.

Start date: August 2019 (flexible)





Application Process

To apply, send your CV and covering letter (maximum 2 pages) to recruitment@studenthubs.org. Please detail your relevant skills and experience that make you a good fit for the role and the organisation. If you wish to discuss the role, please contact Catherine Mitchell, Student Hubs Network Director, on catherine.mitchell@studenthubs.org in order to arrange a call.

When submitting your application, we request that you fill in our Equal Opportunities Monitoring form which can be found [here](#).

If you are interested in the role but are not sure you have all the skills, please do apply. We invest in our staff and actively seek to support your professional development through peer mentoring and training; so don't be afraid to take the leap. **This role includes a broad spread of responsibilities, and we provide full training in each area to ensure that the successful candidate feels well equipped, supported and excited to deliver their responsibilities. If you have questions about a particular aspect of the role, please don't hesitate to ask.**

Deadline: Rolling deadline; please submit your application at the earliest opportunity to ensure you do not miss out!

Next Interview Date: Monday 5 August

We are looking forward to hearing from candidates who share our values and want to help us make our vision a reality.

Student Hubs does not discriminate in employment matters on the basis of ethnicity, nationality, religion, gender, age, sexual orientation, disability or any other protected areas. We support workplace diversity and believe it creates dynamic, relevant organisations, fostering spaces for innovation and creativity. We are working hard to increase diversity in our team and would like to encourage your application to become a part of it.

We are happy to make reasonable adjustments to enable candidates to show their suitability for any role. If you have particular accessibility needs, including special educational needs and would like to discuss them at any stage of the application process, please get in touch with the hiring manager to let us know how we can make the process more accessible.

At Student Hubs, we are committed to protecting and respecting your personal data: we want you to understand exactly how we process your personal data and why we need this information. You can view our Privacy Notice [here](#).





Responsibilities

People and Culture

We are proud of our strong culture at Student Hubs. A core part of this role is to help improve staff performance and staff experience throughout each employee's time at Student Hubs. You will do this by:

- Supporting the Network Director and Management Team to run team days, managers days, and other staff training and development initiatives
- Organising other one-off training sessions as required
- Designing and conducting the annual staff survey
- Championing the organisation's Diversity and Inclusion strategy and providing support for staff members in delivering this
- Ensuring core People and Culture processes run smoothly and consistently throughout the year (appraisals, exit interviews, objective setting) - this will include updating key resources and providing reminders and accountability to all staff members

Programmes

Programmes at Student Hubs are led by the Network Support team, which ensures there is locally-led support, collaboration, representation and continuous improvement for our activities to work towards our vision and mission. The team includes some national team members, some locally-based programme leaders (e.g. Schools Plus Network Lead), and some locally-based function leaders (e.g. Diversity & Inclusion Champions). In this role, you will support the operations of this team by:

- Working closely with the Network Director to plan and run monthly Network Support Team meetings, striking a balance between accountability for meeting impact targets and enabling programme improvements
- Facilitating peer support and problem solving on an ongoing basis

Impact

We have a strong framework for monitoring and evaluation, which enables us to monitor and evaluate our impact on students and local communities in a way that proves and improves the extent to which we're achieving our vision and mission. In this role, you will enable all staff and volunteers to engage with monitoring and evaluation relevant to their roles by:

- Ensuring local staff can access the impact data they need to conduct monthly analysis
- Leading on the collection and reporting of additional programme-specific data, e.g. Sport England funded projects

Compliance

It is of utmost importance that we prioritise the health and safety of all staff, volunteers and participants in our activities. You will support Student Hubs to do this by:

- Ensuring all core policies are updated in line with the most recent legislation, and accessible to staff, volunteers and other partners
- Conducting local Hub check-ins on risk, safeguarding and GDPR, to support staff to understand and implement organisational policies
- Conducting twice annual audits of core compliance processes and policies

Person Specification

The ideal candidate for this role will be very well aligned with all of our values, have a positive attitude with excellent resilience, and the ability to build trust and good morale among local teams both online and in person. We are looking for a candidate with excellent project management skills: being able to effectively manage several functions within the organisation as well as balancing one or more major projects, whilst prioritising work against long-term objectives. We are also looking for a candidate who is interested in operations and who has the curiosity to seek out, review, and apply best practice processes from elsewhere.

Candidates should be committed to developing within this role for at least a year, and will be proactive in looking for other opportunities to aid in their progression and development, either within the organisation or elsewhere. The successful candidate will have the following competencies and experience:

| Criteria | Essential/ Desirable |
|---|-------------------------|
| Excellent project management skills, able to effectively manage several functions within the organisation as well as one or more major projects | Essential |
| Structured approach to planning and organising work | Essential |
| Strong organisational skills with excellent attention to detail | Essential |
| A persuasive enthusiasm for and commitment to social action | Essential |
| Adaptability and willingness to learn | Essential |
| Strong strategic thinking and ability to take into account long-term impact of decisions | Essential |
| Commitment to Student Hubs' Vision, Mission and Values and ability to fit into our organisational culture | Essential |
| Very well aligned with all of our values, and able to develop new ways of embedding these values in the organisation's culture and systems | Essential |
| A confident, can-do and proactive attitude | Essential |
| At least one year of work experience in a relevant sector | Essential |
| Experience of one or more of the following areas: designing and implementing staff learning and development initiatives, impact measurement, compliance, people and culture | Desirable |
| Experience of student social action | Desirable |
| Experience of delivering and facilitating training sessions | Desirable |
| Experience of organising and delivering events | Desirable |
| Contextual knowledge of the university landscape and higher education sector | Desirable |