

Job Description:

Student Insight Facilitator



DEPARTMENT: Student Influence

DEPT PURPOSE: Strengthening Student Representation

REPORTING TO: Student Influence Directorate

DIRECT REPORTS: None

PURPOSE OF ROLE:

To build and sustain direct relationships with a diverse range of student communities, and to provide expert student insight and advice on Equality, Diversity and Inclusion (EDI) and Liberation matters, ensuring Sheffield Students' Union develops policies, services and campaigns that are inclusive, representative and responsive to the needs of underrepresented student communities.

The role combines organising and insight. The post holder will go to the places student communities are already located, listen systematically to what students are experiencing, and record and share that evidence to shape and inform the Students' Union's agreed strategic, policy and campaign priorities.

The role is not designed around standalone campaigns and does not require the post holder to be the single voice of their community.

IN PARTICULAR:

1. Build lasting, trusted relationships with students, including those who have never engaged with the Students' Union before.
2. Identify and support other students to take part in change making, so that leadership within the community is shared rather than held by one person.
3. Listen systematically through one-to-one conversations, group discussions and structured listening exercises, so the Students' Union understands issues that students are actually experiencing.

MAIN RESPONSIBILITIES		KEY RESULT AREAS
1. Organising and listening		
A.	Engage in (and convene where applicable) regular one-to-one and small group conversations with student communities, in spaces where they already gather - including societies, faith and cultural groups, course cohorts, accommodation and informal networks - actively reaching students who may not have previously engaged with the Students' Union.	<i>An agreed number of listening conversations completed each semester, with demonstrable reach into groups not previously engaged.</i>
B.	Run at least one structured listening exercise each semester on a theme agreed with the Voice and Advocacy Team.	<i>One listening exercise delivered per semester, with findings written up.</i>
C.	Identify students who want to act on an issue and connect them with forums, committees, working groups, rep roles or short term action teams, so leadership in the community is shared rather than held by one person.	<i>An agreed number of students supported into a voice, leadership or action role each year.</i>
D.	Connect communities who are experiencing shared issues, and support joint action.	<i>At least one piece of work delivered jointly with another community remit each year.</i>
2. Insight and advice		
E.	Record what you hear using the agreed reporting template and produce a short written summary each month identifying emerging issues, patterns, and where the community sees the problem and the solution.	<i>Monthly summary submitted on time, in a format usable by the Policy and Insight function, and considered in Students' Union planning.</i>
F.	Advise on how Students' Union and University policies, services, communications and campaigns affect students from marginalised or underrepresented communities, and recommend practical ways to make voice and influence work more inclusive and representative.	<i>Advice provided on agreed proposals, with recommendations logged and responded to.</i>
G.	Contribute community insight and lived experience to Students' Union responses to University, local, regional or national consultations, and highlight relevant good practice from the wider higher education sector.	<i>Community evidence used in at least one policy or consultation response each year.</i>
3. Making change and influence		
H.	Work within the campaign, policy and strategic priorities agreed by the Officer Team, Students' Union Council and the Students' Union strategy, focusing effort where change can realistically be	<i>All planned activity mapped to an agreed organisational priority, and new issues escalated with a documented decision on next steps.</i>

	won, and raise new issues through the agreed route rather than starting standalone campaigns.	
I.	Mobilise communities behind Students' Union wide campaigns, consultations and negotiations, including turnout and participation at key moments.	<i>Active contribution to Students' Union priorities.</i>
4. General Duties		
J.	Support Student Influence teams with student facing activity including consultation, engagement and insight gathering, and take part in induction, training, supervision and review with your staff manager.	
K.	Such other duties as may be reasonably prescribed by SSU, appropriate to the grade and responsibilities of this post.	

PERSON SPECIFICATION

	CRITERIA	Essential (E) / Desirable (D)
Experience	A passion for student-led change and improving the university experience.	E
	Self-identify as belonging to a marginalised or underrepresented community relevant to the Students' Union's liberation work.	E
	Experience of building relationships with people from a range of backgrounds in any setting, including community, faith, cultural, sporting, campaigning or course based groups	D
Skills & Personal Attributes	Excellent communication and team-working skills.	E
	Ability to work within systems, with a set role that supports a larger vision.	E
	Strong listening skills, with the ability to record what you hear accurately and fairly, including views you personally disagree with.	E
	Good understanding of Equality, Diversity and Inclusion principles.	E
	Familiarity with community organising methods such as one-to-one conversations, listening campaigns, power-mapping and turnout (training will be provided).	D
	Awareness of the Equality Act 2010 and how equality legislation applies within higher education.	D
Qualifications / Training:	You must be a current student at the University of Sheffield.	E
	Willingness to undertake development and training related to the role and that supports Sheffield Students' Union (SSU) priorities.	E