

JOB DESCRIPTION //

Chief Executive Officer

Employer:	Keele SU
Responsible to:	Chair of Trustees
Responsible for:	All Keele SU staff
Hours:	37.5
Directorate / Department Team:	Leadership
Salary:	Grade 13 £63,999 to £69,999

Work Context:

Keele SU aims to be a students' union of the highest quality in representing supporting and developing students to get the most out of their time at Keele. We live to empower every student to be who they want to be and through the delivery of our quality support, activity, representation, entertainment and value for money services ensure our students feel part of a community which is inclusive.

The organisation departments consist of:

- Leadership Team & Trustees
- Elected Officers (who also sit as Trustees)
- Operations - Finance, Central Services, Retail, Commercial, Venues & HR & Support
- Membership Services – Advice and Support at Keele SU (ASK), Student Voice & Activities, Marketing & Engagement

We have around 60 career staff and 100 part-time student staff.

Purpose of the role:

The Chief Executive is responsible for leading and inspiring the organisation and oversight of its activities. Keele SU delivers a wide ranging portfolio, from supporting students with an independent Advice service (ASK) and developing students in preparation for life after Keele to running a Co-op Franchise and licenced nightclub entertainment.

You will lead Keele SU and head up the Leadership Team, supporting with all aspects of Keele SU's operation but focus will primarily be on the strategic direction, ensuring financial good management and a sustainable future.

You will promote a positive culture at Keele SU, ensuring that staff are supported, empowered and that communication across the organisation is outstanding.

Keele SU turns over circa £6m including its Block Grant, revenue from commercial outlets, Co-

op and licenced trade.



Key Accountabilities:

Strategy

1. To develop the long-range strategy for Keele SU, seeking stakeholder input and evidence to inform strategic conclusions and recommendations
2. To support the senior leadership team, individually and collectively to lead their teams, develop their portfolios of work and evaluate their performance
3. To use strategic intent, as defined by the agreed strategy, to inform budget and resource planning
4. To promote a culture of student inclusion, involvement and leadership in the development of Keele SU's priorities and strategies
5. To continuously review and improve the performance, financial management and value of all aspects of Keele SU's services and activities
6. To promote Keele SU regionally and nationally, upholding our values and strategic intent, sourcing support and resource from partnerships, networks, conferences and working groups, and promoting this in others

People

1. To align the attitudes and behaviours of the organisation and its people with the stated organisational values to drive a culture of positive endeavour, reflective of the membership's expectations and our strategic intent
2. To work with Keele SU staff to ensure the Behavioural Framework is implemented and upheld, used to support and inspire
3. To take the strategic lead on HR across the organisation, supporting the HR staff to deliver an effective service
4. To provide effective support and mentoring to the Elected Officers, including a high quality induction and ongoing training package to enable their success
5. To support Elected Officers to lead the SU's work through the effective representation of members' interests
6. To promote a culture of continuous improvement based on student and stakeholder feedback and review
7. To ensure effective induction, training and ongoing support to enable Trustees to operate to a standard of best practise
8. To ensure all staff have a clear understanding of the expectations of their role
9. To ensure effective regular performance reviews happen across the organisation
10. To ensure Keele SU's people policies are up to date, valuable, understood and operated to support a performance-driven, welfare-conscious team environment
11. To lead a culture of professional development and progression, empowering staff to lead at all levels of the organisation
12. To effectively communicate Keele SU's direction, plans and performance with stakeholders
13. To develop annual operating plans and schedules, including review, to ensure sustainable momentum is built behind the intent of the strategy

14. To liaise with key contacts and professional support services to bring optimal value and resource to Keele SU, including from the University finance and HR departments

Governance, Compliance & Partnership

1. To be the primary contact with the SU's co-regulators; the Charity Commission and Keele University
2. To keep a register of relevant regulatory compliance expectations and arrangements, enabling effective scrutiny and review for assurance and quality purposes (including the code of practice per the Education Act 1994 and Charities Act 2006)
3. To support Trustees to undertake regular review of governance performance, identifying actions for improvement, and ensuring effective performance development
4. To ensure Trustees operate a financial strategy, including the setting of reserves targets and annual budgets, to enable a sustainable and prosperous future for Keele SU
5. To ensure that the CEO, Trustees and managers have high quality financial information, and training as required, to support effective, timely and transparent decision making
6. To be the primary contact with the University for the purposes of Keele SU's premises lease arrangements, ensuring effective premises management, security and development in the interests of the SU and members
7. To remain interested in and close to developments in relevant guidelines, regulations and legislation to effectively support Trustees' decision-making and response planning
8. To lead Keele SU's participation in, commitment to, and revision of the university/SU partnership agreement, including meeting regularly with key University colleagues
9. To develop and sustain effective formal and informal partnerships with colleagues throughout the University community and local community
10. To ensure provision and effective presentation of the SU budget and financial requests to the University Council and its sub-committees
11. To develop effective working partnerships with the Keele Postgraduate Association (KPA), including the provision of informal liaison with and support to the KPA President, to support the effective operation of the KPA, in the interests of Keele SU's postgraduate members
12. To ensure Keele SU's assets are managed securely, sustainably and productively, including in the development and provision of effective policies and procedures and the provision of insurance
13. To ensure effective health and safety planning and management to mitigate risk exposure for both service/premises users and the SU
14. To be the primary manager of the SU risk register

Health & Safety

1. To establish and actively promote a safe way of working in alignment with the Students' Union Health & Safety policy.
2. To report all accidents / incidents in accordance with the Students' Union Health & Safety policy.
3. Maintain a high standard of hygiene and safety in respect of premises, personal hygiene and food handling by ensuring completion of hygiene and safety training
4. Ensure cleaning duties are carried out in accordance with the shop cleaning schedules and report and follow up on faults and maintenance
5. To operate machinery as shown and trained to do so, ensuring that the equipment is used safely and in accordance with current regulations and company policies
6. To use personal protective equipment in accordance with training and instructions

Other Duties

1. To promote and contribute to the positive image of Keele SU with students, the University and the local community.
2. To abide by Keele SU Constitution, Policies and Procedures at all times.
3. To support and develop, where appropriate, Keele SU's vision, mission and values
4. To ensure the effective management and utilisation of Keele SU's finances and financial resources.
5. Be committed to living our employee behaviours - empowering, supportive & communicative.
6. To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the line manager from time to time.
7. To attend appropriate meetings as and when required.
8. To uphold and adhere to KeeleSU Health & Safety policy and best practice.
9. All staff are collectively responsible for meeting the Union's environmental and social sustainability goals in line with the strategic plan. It is required that all staff are aware of how their role relates to environmental and social sustainability in order to minimise the Union's environmental impact and actively contribute towards the fight against the climate crisis.

KeeleSU considers regular and ongoing training as essential to job satisfaction and career development. The post-holder will be offered the opportunity to participate in training that is relevant to their duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

Notes

For full and effective discharge of duties, the post will, at times, require additional commitment over and above normal office hours. The post-holder is expected within reason, to undertake such hours as are necessary to successfully perform the duties of the post.

Confidentiality

To ensure that confidentiality is maintained at all times in conjunction with the Students' Union and University Confidentiality and GDPR Policies.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main prioritise and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post-holder.



PERSON SPECIFICATION

Person Specification:	Application	Interview	Essential / Desirable
EXPERIENCE			
Evidence and experience of continuing professional development	√	√	E
Experience of successful strategic leadership in a comparable complex organisation	√	√	E
Successful experience of managing, supporting and empowering diverse teams and people to achieve outstanding results	√	√	E
Successful budgetary management experience and proven commercial acumen	√	√	E
Experience of leading successful change programmes	√	√	E
Experience of role modelling inclusive leadership Behaviours	√	√	E
Reviewing, reporting upon and improving income (via commercial or other income streams)	√	√	D
KNOWLEDGE, SKILLS AND APTITUDES			
Strong leadership skills, with the ability to communicate, motivate and influence a variety of stakeholders, including students, staff, trustees and other key stakeholders		√	E
Able to be forward thinking and always looking for new ideas, initiatives and way of working.		√	E
Able to guide and mentor teams and able to work on different levels with Trustees, Directors, Executive Officers and staff		√	E
An ability to understand and interpret financial information and to have a strong influence in future financial planning		√	E
Ability to advance strategic thinking which improves activities and services and converts opportunities		√	E
Able to identify and develop new income streams			D
VALUES AND ETHICS			
Understanding and commitment to the principles of equality and diversity		√	E
A keenness to commit to Keele SU's organisational values and role model them effectively		√	E
Ability to empower and support colleagues and team members to develop and experiment		√	E
Ability to engage with members/ stakeholders and colleagues to enhance services, sense of belonging and values		√	E
Ability to Communicate, honestly and openly to build understanding and trust		√	E





Keele SU is committed to being an equal opportunity employer and taking steps to employ, keep and develop the abilities of staff and has been awarded the disability symbol. We undertake to offer all candidates with a disability who apply for a guaranteed interview. If you wish to be considered under this scheme, please indicate this by email when submitting your application. You can also provide specific information of any requirements / adjustments you may require to assist you during the recruitment process within this section.

Overcoming imposter syndrome.

'Imposter syndrome' is the phrase often used to describe disbelief in one's accomplishments, doubting their legitimacy or whether they are truly a result of personal effort or skill.

Many superb candidates possessing extensive knowledge and experience often find themselves on the verge of applying for a position, such as this one. Yet, they pull back, due to self-doubt and the fear of not ticking every box. Ironically, these individuals often do possess the necessary skills and would be an ideal fit for the role.

Everyone has a unique skill set and set of experiences that make them who they are. We welcome applications from those looking for challenge and growth within this role. We are committed to supporting the right candidate to fulfil their potential.

You can view a helpful blog post on overcoming imposter syndrome here:

<https://www.peridotpartners.co.uk/imposter-syndrome-can-you-ever-really-overcome-it/>