



Undeb Myfyrwyr Wreccsam  
Wrexham Students' Union

# RECRUITMENT PACK

## Student Voice Coordinator

Deadline: 5pm Friday 15th May, 2026



[www.wrexhamglyndwrsu.org.uk](http://www.wrexhamglyndwrsu.org.uk)

Wrexham Students' Union, Mold Rd, Wrexham, LL11 2AW

# Welcome

Thank you for your interest in the position of **Student Voice Coordinator** at Wrexham Students' Union. We are thrilled about the opportunity to welcome a new member to the team during this transformative time for our Union and the wider university community.

Our excitement stems from a wave of positive change sweeping through Wrexham. The city's recent awarding of City status, coupled with the rebranding of Wrexham University and WSU, has invigorated our community. Our unique position next to the historic football stadium, home to the internationally recognised Wrexham AFC, adds to the vibrant atmosphere-yes, Rob McElhenney and Ryan Reynolds have been part of our campus buzz!

Since our establishment nearly a decade ago, WSU has grown significantly. We are proud of our achievements and our reputation for punching above our weight in the Welsh and UK higher education sectors. Now, we seek a motivated Student Voice Coordinator who can support and advocate for our student membership.

We encourage you to explore the information provided and consider how you could contribute to our mission. Should you have any questions or need further information, please do not hesitate to reach out.

Best wishes and good luck,



**Freya Groom**  
President



**Marc Caldecott**  
Chief Executive Officer



**Carrie Bennett**  
Head of Membership Services

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# About Wrexham Students' Union

**Mission and Vision:** Wrexham Students' Union (WSU) is dedicated to empowering every student at Wrexham University to achieve their ambitions, make impactful changes, and maximise their time at university. The Union strives to be the beating heart of a thriving student community, fostering a supportive and inclusive environment where all students can flourish.

**Core Values:** WSU is committed to being reliable, dynamic, inclusive, and empowering. These values guide the Union's actions and initiatives, ensuring a responsive and adaptable approach to student needs and promoting inclusivity by removing barriers.

**Services and Facilities:** The Union provides a wide range of services, including advice, support, and social spaces like Glyn's Bar & Lounge, which serves as a central hub for student activities. The Union also supports numerous clubs and societies, offering students opportunities to explore new interests, develop skills, and connect with peers.

## Key Work:

1. **Student Wellbeing:** WSU promotes a healthy university experience through various events and support services aimed at enhancing student welfare.
2. **Academic Support:** The Union offers advice and resources to help students achieve academic success and gain additional skills for life beyond university.
3. **Advocacy and Representation:** WSU ensures that student voices are heard in University decision-making processes, advocating for student interests at both local and national levels.

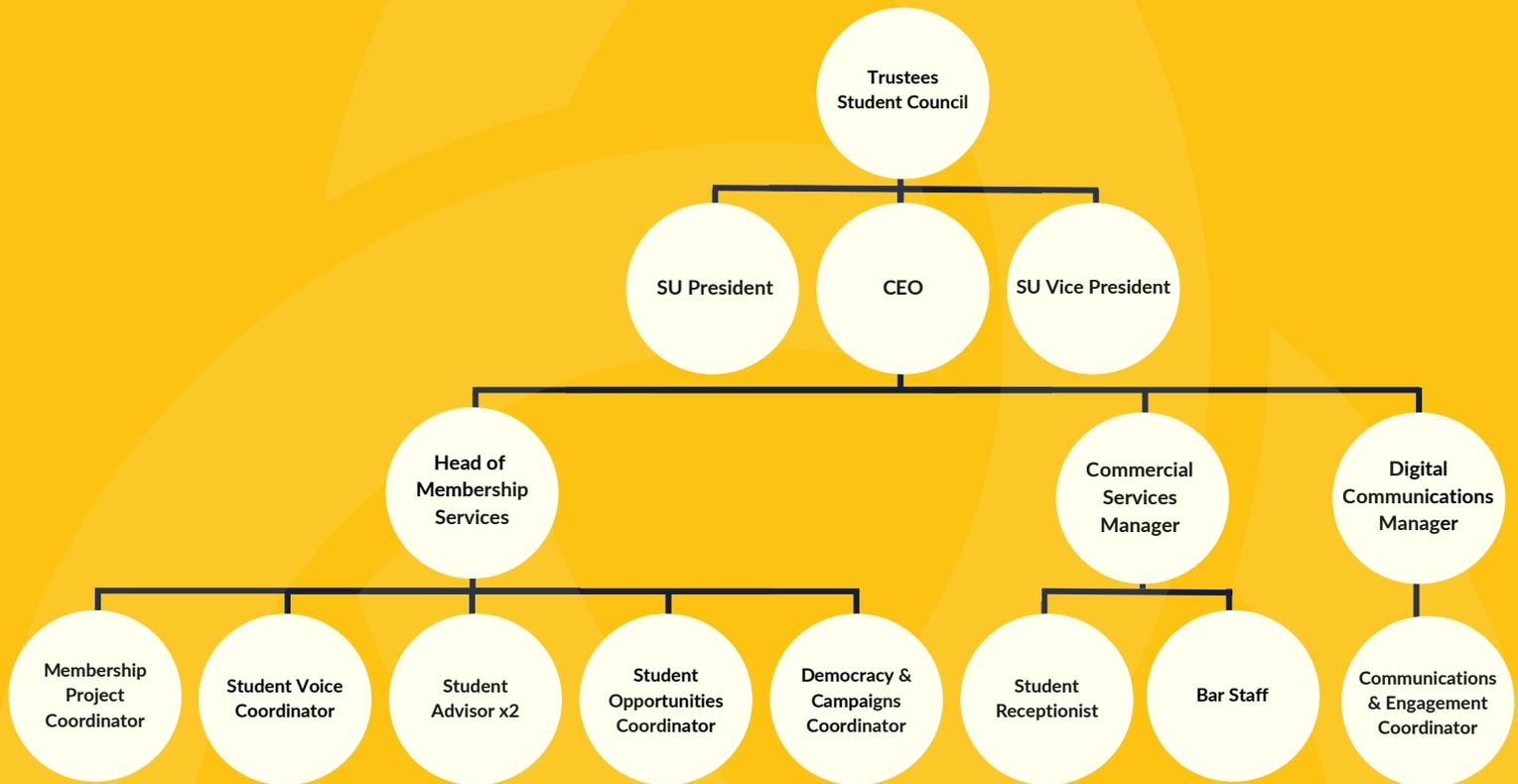
**Future Focus:** WSU is focused on expanding its services, enhancing sustainability practices, and fostering a more inclusive community. The Union is committed to continuous improvement and adapting to the evolving needs of its members. The focus will also be the development of a new strategy and moving WSU into a new building whilst maintaining excellent level of service to staff and its members during the transition.

For more information, you can explore [WSU's website](http://www.wrexhamglyndwrsu.org.uk).

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# Our staffing structure



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# Student Voice Coordinator

## Job Description and Person Specification

**Salary:** £26092.90

**Length of contract:** Permanent

**Responsible to:** Head of Membership Services

**Hours of work:** 35 hours per week

**Place of work:** Wrexham main campus (Plas Coch)

### **Purpose of the post:**

The postholder will be responsible for monitoring and collecting student feedback from a range of platforms, including UNITU, Student Voice Forums, and other feedback channels. They will support the Sabbatical Officers in analysing this feedback, preparing reports, and ensuring that key insights are effectively communicated to the University through relevant committees and meetings.

In addition, the postholder will administer the Course Rep system, including coordinating elections, delivering training for student representatives, and managing the online student feedback platform (UNITU). They will also act as the Students' Union lead on the National Student Survey (NSS) campaign and deliver a project to reintroduce the award-winning Advocacy Module. The role further involves tracking and recording the impact of student feedback to demonstrate outcomes and improvements.

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# Student Voice Coordinator

## Job Description and Person Specification

|                                     |   |
|-------------------------------------|---|
| <b>Student Feedback and Insight</b> | <ul style="list-style-type: none"><li>• Gather, monitor, and analyse student feedback from multiple sources, including UNITU, Student Voice Forums, surveys, and other channels.</li><li>• Identify key themes, trends, and emerging issues from feedback and work with Sabbatical Officers to produce clear, evidence-based reports.</li><li>• Support Sabbatical Officers in presenting student feedback and priorities at University committees, working groups, and other formal meetings.</li><li>• Record and track the impact of student feedback to demonstrate progress and outcomes</li></ul> |
| <b>Course Rep System</b>            | <ul style="list-style-type: none"><li>• Administer the Course Rep system, including recruitment, elections, and ongoing communication with representatives.</li><li>• Plan and deliver engaging and effective training sessions for Course Reps.</li><li>• Provide ongoing support to Course Reps to ensure they are empowered to collect and share student feedback effectively.</li></ul>   |

# Student Voice Coordinator

## Job Description and Person Specification

|                               |  |
|-------------------------------|--|
| <b>Unitu Management</b>       | <ul style="list-style-type: none"><li>• Oversee and manage the online student feedback platform (UNITU), ensuring it is effectively promoted, monitored, and used to capture representative student views.</li><li>• Collaborate with University stakeholders to ensure UNITU remains an effective tool for dialogue and action.</li></ul>                       |
| <b>Campaigns and Projects</b> | <ul style="list-style-type: none"><li>• Act as the Students' Union lead for the National Student Survey (NSS) campaign, coordinating communications, resources, and engagement activities.</li><li>• Lead the project to reintroduce the award-winning Advocacy Module, working with internal and external stakeholders to ensure successful delivery.</li></ul> |

# Student Voice Coordinator

## Job Description and Person Specification

|   |   |
|---|---|
| <b>Continuous Improvement and Collaboration</b> | <ul style="list-style-type: none"><li>• Work collaboratively with SU staff, Sabbatical Officers, and University partners to strengthen student voice structures.</li><li>• Contribute to the ongoing development of processes, resources, and systems to enhance how student feedback is collected, communicated, and actioned.</li></ul>   |
| <b>General</b>                                  | <ul style="list-style-type: none"><li>• Act in accordance with all Union and University policies and procedures.</li><li>• Carry out duties with due regards to Equal Opportunities.</li><li>• Undertake other duties as may be reasonably expected.</li><li>• Attend and provide reports to appropriate meetings as and when required.</li><li>• Carry out duties at other sites of the University when required.</li><li>• Undertake training or CPD opportunities as deemed appropriate.</li></ul> |

# Student Voice Coordinator

## Job Description and Person Specification

|   | Essential | Desirable |
|---|-----------|-----------|
| <b>Education and Qualifications</b>   |           |           |
| Educated to degree level or equivalent                                      |           |           |
| <b>Experience and Knowledge</b>   |           |           |
| Knowledge of student representative structures                              |           |           |
| Knowledge of student democratic structures                                  |           |           |
| Experience of being part of a team working to produce clear results         |           |           |
| Understanding of the role of a campaigning organisation in Higher Education |           |           |
| Experience of general office administration                                 |           |           |
| Experience of planning coherent campaigns with SMART objectives             |           |           |
| Experience of training volunteers   |           |           |
| Experience of basic website administration                                  |           |           |
| Experience of working in Students' Unions                                   |           |           |
| <b>Skills and Competencies</b>  |           |           |
| Ability to build strong working relationships with a range of stakeholders  |           |           |
| Ability to work under pressure and to tight deadlines                       |           |           |
| Excellent interpersonal skills  |           |           |
| Positive energetic working attitude   |           |           |
| Excellent interpersonal communication skills                                |           |           |
| Positive energetic working attitude.  |           |           |
| Excellent customer service skills   |           |           |
| Ability to speak and write in Welsh   |           |           |

# Staff benefits

## Pension contributions:

- Employer 7%
- Employee 6.5% - 6.8 %

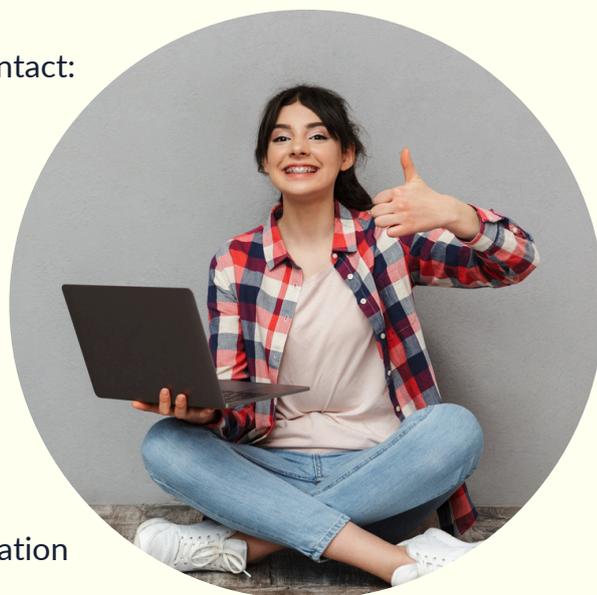
## Other benefits:

- Cycle to Work Scheme
- Discounted Gym Membership
- Employee Assistance Programme
- Free Parking
- Medicash Scheme
- Occupational Health
- On-site Nursery
- Staff Kitchen & Refreshments
- Will Writing Service

# Next steps

For an informal discussion and any questions please contact:

Carrie Bennett, Head of Membership Services  
[Carrie.Bennett@Wrexham.ac.uk](mailto:Carrie.Bennett@Wrexham.ac.uk)



# To apply:

- Your complete CV
- Supporting statement matching the person specification
- Details of two employment references

By email to: [carrie.bennett@wrexham.ac.uk](mailto:carrie.bennett@wrexham.ac.uk) by 5pm on Friday 15<sup>th</sup> May 2026

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