**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the post holder.

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| **Job Title:** Students’ Union Administrator | **Job ref no: PSD-0069-25** |
| **Grade:** 3 | **Department:** Students’ Union |
| **Accountable to:** Head of Students’ Union | **Responsible for:** Supporting the operational and administrative needs of the Students’ Union |

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| **Job summary:** The Students’ Union Administrator is responsible for ensuring the effective delivery of day-to-day administrative operations within the Royal Veterinary College Students’ Union (RVC SU). The role involves processing payments, maintaining governance records, and acting as the first point of contact for students. The post holder will also provide administrative support to Union meetings and collaborate with other SU roles to ensure smooth workflows and efficient service delivery. |
| **Competency:** Operational and Administrative Support**Key tasks:** * Process weekly payment runs, including reimbursements for students and staff.
* Liaise with suppliers following confirmed orders and issue invoices on behalf of the SU.
* Coordinate bookings of SU owned resources or College facilities for staff, officers, and student groups.
* Manage the Union’s mailbox(es), ensuring timely responses and resolution of queries.
* Minute-taking for key Union meetings, including Union Council, Trustee Board, and the Annual General Meeting (AGM).
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| **Competency:** Governance and Policy Management**Key tasks:*** Maintain a live SU Governance Library, ensuring all policies, procedures, and governing documents are current.
* Flag documents are due for review with the relevant staff members and provide administrative support during the review process.
* Assist in ensuring compliance with SU policies and RVC governance frameworks.
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| **Competency:** Student and Stakeholder Engagement**Key tasks:*** Act as the front-of-house representative for the SU, answering student queries and signposting resources where appropriate.
* Collaborate with SU Officers, staff, and stakeholders to enhance the Union’s service delivery.
* Support the promotion of SU activities and campaigns as needed, in collaboration with other SU roles such as the Media, Events & Communications Manager.
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| **Competency:** Workflow Management and Collaboration**Key tasks:*** Support administrative workflows across the SU, ensuring efficient coordination between roles.
* Liaise with other Students’ Union staff and officers to align shared objectives and priorities.
* Provide general administrative support to the SU as required, including logistical support for events and campaigns.
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| **Competency:** Minibus Maintenance and Safety**Key Tasks:*** To manage the diaries for both SU minibuses, ensuring that a weekly diary is sent to the Sports & Societies Coordinator and Hawkshead Security.
* Ensure that all drivers are eligible to and competent in driving the SU minibuses
* Ensure that all drivers understand their responsibilities in case of an accident / breakdown whilst driving the minibus and the pre-trip checks that should be performed before each journey.
* Check that minibuses are undamaged, fully fueled and clean on return.
* Check oil, windscreen wash and ad blu on a regular basis, topping up as necessary.
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| **Competency:** Pantry Administration**Key Tasks:*** Monitoring requests to the Pantry for support, acknowledging receipt of a submission in a timely fashion.
* Ensure the confidentiality of users whilst accurately recording usage data to inform reporting.
* Liaising with the Awards Panel to agree to a decision on all Pantry requests within the agreed timeframe, coordinating conversations and chasing responses as required.
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| **Flexibility**: To deliver services effectively, a degree of flexibility is required. The post holder may be required to perform tasks outside of those specifically referred to above, including occasional evening or weekend work to support SU events and activities. |