



WE'RE HIRING!

Information for Applicants

Research and Analysis Co-ordinator



BRISTOL SU
the best student life





WELCOME

We're really excited that you're interested in coming to work at Bristol Students' Union!

Part business, part charity, part membership body – Bristol SU is a [seriously fun place to work](#). Our professional staff do something extraordinary every day: we support student leaders to give people a voice in their education, help people get the most out of their student experience and make the change they want in the world.

It's an exciting time to join Bristol SU. We have come to the end of the first year of our 5-year strategic plan that will help to create an inclusive and supportive University community. Over the next few years, we are focusing on increasing engagement, partnership working and reshaping our offer, whilst embedding new ways of enhancing the student experience - both on-campus and digitally, as we emerge from the pandemic.

We are looking for passionate people that share our values and that can bring their positivity and ideas along with an inclusive and collaborative approach to helping us ensure maximum impact for our members. In return, you'll get to work in one of the UK's most vibrant cities (named as one of the best places to live in the UK by the Sunday Times), and have access to a range of generous benefits, great work-life balance, and excellent opportunities for you to build your skills and develop your career.

If you're excited to help shape the future of a charity that improves the lives of over 26,000 members and want to build your career in an award-winning organisation with a supportive, rewarding and inclusive working environment, we'd love to hear from you.



The Bristol SU Director Team



ABOUT US

The University of Bristol Students' Union is a membership organisation democratically led by students, for students. We represent over 26,000 student members and work to make sure that they get the best from their time at university by providing over 400 clubs, societies and networks, offering free support services and academic advice and representing students on the issues that matter to them. Bristol SU is also home to a number of enterprise services such as a lettings and property-management service, a shop and social spaces and venues selling refreshments and hosting brilliant events. We reinvest all of the profits from these services back into Bristol SU to enable us to continue to support a great university experience for Bristol students.

Our 2020-2025 strategy sets out our destination and areas of focus for the next few years.

Our Destination

Working with students to create an inclusive and supportive university community.

We are working towards this destination by:

- Increasing engagement: Ensuring that our services and activities are of high quality and meet the needs of an increasingly diverse and international student body.
- Partnership working: Clearly understanding what we are uniquely placed to deliver and which activities are best delivered in partnership or by others.
- Reshaping our offer: Making a step change in prioritisation and refocussing our resources and activities on delivering our vision.

[Find out more about the SU's impact and the outcomes we've achieved for our members.](#)

93%

**of our people would recommend Bristol SU
as a **great place** to work.**



OUR VALUES

Our values are the things that are important to us and that guide and shape our behaviours. They describe 'how we do things' here at Bristol SU. They are...

Student-led

This means ensuring that students own and shape our work and are empowered to improve their student experience through effective representation.

Community

Embedding a sense of belonging to the SU, the University and the wider city.

Equality, Diversity and Inclusion

We challenge inequality and empower students and staff to lead the way in a fair and inclusive experience.

Sustainable Futures

Championing the big issues that concern students, such as the climate emergency, financial security and employability.

Positivity

Promoting a culture of joy and wellbeing.



I have been working for Bristol SU a long time and still love it because it is a fun and dynamic place with a great staff team, brilliant students and a leadership team who support and care for staff. No day is ever the same, there are always opportunities to try new things and good learning and development opportunities.

Suzanne Doyle, Executive and Governance Manager



Student community

Bristol SU offers around 400 sports clubs and societies - one of the highest in the country. This means that there is something for everyone to get involved in. Our experienced staff team support Bristol University students to set up and run their clubs and societies, events and volunteering projects. We also run a Volunteering & Fundraising Network which brings together social impact activities at Bristol SU and provides opportunities for students wanting to make a positive impact in the community.

There is always something happening at Bristol SU, including tons of events taking place every day either virtually or in our SU building. Events range from workshops, training sessions and awards evenings to music, comedy and club nights.

Student Voice

Democratic decision making is integral to Bristol SU. Our members elect the people that lead our organisation and represent their voice. Bristol SU is powered by a network of hundreds of student representatives who make sure that student voice is a central factor in shaping the university experience and the decisions affecting their education.

Our advice service, Just Ask, enables us to provide support to students with problems they might be experiencing during their time at university, and our experienced team offers information and support for students needing help with academic issues and concerns.

Student Services

The Students' Union is home to a number of social enterprises that provide services to our student members, reinvesting the profits back into student activity. Our services include our lettings service, which improves the moving experience for students by providing affordable, quality housing solutions. It also includes our shop, 'The Basket', selling a range of accessories, merchandise, gifts, and stationery. We also provide inclusive and vibrant spaces for students to study and connect with others, relax over a meal or a drink, or take part in student-led events.



Trustee Board and Student Leaders

We're a democratically-run organisation, with student officers elected annually who direct our work. Our Board of Trustees holds the ultimate responsibility for everything we do.

Our Board of Trustees is made up of 16 members including our full-time officers, student trustees and co-opted (external) trustees. They meet regularly throughout the year, with committees meeting at regular intervals before each Trustee Board.

Every year, students are given the chance to vote for, and stand to be one of the seven full-time officers who lead our organisation. They are paid a salary and work full-time for one year. Their post involves representing students, making day-to-day decisions on behalf of the organisation and working with the staff team to deliver our strategy.

Finance and Funding

We receive most of our funding from the University which is given to us each year in the form of a block grant. We also raise funds through our commercial activity and receive a small amount from donations and other grants.

We are a charity and therefore do not generate a profit - every penny we make is reinvested back into our services for students.

OUR STUDENT LEADERS

Our full-time officers are elected every March by the student body to take on full-time, paid roles to lead the Students' Union for one year. They represent the voice of students and help improve the student experience at Bristol.

Our 2021 - 2022 full-time officers are...



Leah Martindale
Equality, Liberation &
Access Officer



Muazam Tahir
International Students
Officer



Lu Macey
Postgraduate
Education Officer



Obafemi Alabi
Sport & Student
Development Officer



Ifrah Farooq
Union Affairs Officer



Ruth Day
Student Living Officer



Seb Key
Undergraduate Education
Officer

[Find out more about our Officers, their roles and the campaigns that are important to them.](#)

STAFF STRUCTURE



Want to know more about who you'd be working with?
[Meet the full Bristol SU team.](#)



About Bristol

Bristol is a vibrant and diverse city that's buzzing with personality. Set in the hills of south-west England, it has a fascinating heritage and incredible creative spirit. It's also a green city, with over 400 beautiful parks and gardens and has been named the kindest and most environmentally friendly city in the UK.

Bristol is easily accessible from London as well as from the north and east of England. If coming to work with us would mean relocating, you can find out more about the city at [visitbristol.co.uk](https://www.visitbristol.co.uk). We're happy to help if you need advice and support in relocating.

Our address is Richmond Building, 105 Queens Road, Bristol, BS8 1LN.

Flexible Working

Bristol SU is a great place to achieve work-life balance. We really care about our staff being able to thrive both at work and at home, and so welcome suggestions and requests for flexible working, including part-time working, job shares, condensed hours and homeworking.

Whilst we can't guarantee to accommodate every request, we do promise to carefully consider them all, and work with you to help you work when and where you can be at your best.



I have worked at Bristol SU for seven years and this time has included the birth of my two children. Bristol SU has been a really supportive employer and I always felt happy to return to work after maternity leave knowing that I enjoy my job and like my colleagues! The SU has always understood that we all have competing priorities in life and wherever possible has helped me to be effective in my role whilst being flexible around other commitments.

Hannah, Student Opportunities Manager



WORKING AT BRISTOL SU

Your Development

As a member of the Bristol SU team, we will provide you with access to a variety of learning opportunities and professional training so that whatever your chosen field of work, with the right mix of challenge and support, you'll gain fantastic experience and room to develop and advance your career.

You'll also have access to excellent career development opportunities. More than 75% of our senior leadership team have promoted from within the organisation and we're committed to helping every single one of our people make real progress towards achieving their career development goals - both during their time at Bristol SU and beyond.

Your Wellbeing

We take your mental and physical health seriously, and have made a real and meaningful commitment to the health and wellbeing of our staff, and to promoting a positive culture of joy and wellbeing.

We host regular wellbeing events and activities and provide line managers with training to ensure that they can provide proactive and tailored support to their team members. Our employees also benefit from access to a free counselling service.

100% of our people agree that Bristol SU **cares** about its employees



DIVERSITY AND INCLUSION

"Be yourself, be proud of the work you do and build a career in a place that knows that different is good."

Diversity and Inclusion at Bristol SU

Equality, diversity and inclusion are central to life at Bristol SU. We approach our work with positivity and celebrate our diverse and unique communities. Our people are proud of our values and care about creating diverse and supportive communities that are inclusive of age, disability, gender, identity, race, religion, sexual orientation and experience.

Guaranteed Interview Scheme for Candidates from Ethnically-Marginalised Groups

We recognise that candidates from ethnically-marginalised backgrounds may face additional barriers throughout their careers and when applying for new roles across the sector. We are committed to taking positive action to expand the diversity of our staff team by offering a guaranteed interview scheme for candidates from ethnically-marginalised groups.

If you meet the minimum criteria for a role (at least 80% of the 'essential' criteria in the person specification) and are from an ethnically-marginalised background, you'll be guaranteed an interview.

It is important to note that this scheme guarantees an interview for applicants from ethnically-marginalised groups who meet the minimum criteria and tell us that they'd like to be considered under the scheme. The selection decision at interview will be based on the most suitable candidate, regardless of any protected characteristic.

Awards

We have appeared in the Inclusive Companies top 100 list, and have won a number of awards for our commitment to diversity, including best Students' Union. We also won a Third Sector Excellence Award at the 2018 Investors in People Awards.

A close-up photograph of a Black man smiling broadly, showing his teeth. He is wearing a blue jacket over a white shirt. A yellow circular badge on his jacket reads 'REGISTERED TO VOTE'. He is pointing towards the camera with both hands. The background is slightly blurred, showing what appears to be an outdoor event or festival.

BENEFITS & PERKS

We offer a range of financial benefits and a variety of opportunities to develop your skills and career. This is in addition to flexible working opportunities, generous family leave policies and holidays, great social opportunities and diverse staff networks.

Annual Leave

Salaried staff at Bristol SU get [25 days](#) annual leave, plus 8 university closure days and bank holidays - that's at least [40 days](#)!

Enhanced Pay and Support for New Parents

We provide up to [4 months](#) enhanced pay for parents taking maternity, adoption or shared parental leave.

Bristol SU staff are also part of the University's Work and Family initiative, which provides support for new parents including support when returning to work and beyond.

Enhanced Pension Contributions

We will match your contributions into your pension scheme up to [6%](#) of your earnings.

Travel

We offer a cycle to work scheme, travel loan options as well as access to the campus car parking and car share scheme.

Discounts

You get a free NUS Totum card entitling you to discounts at various retail outlets. Staff at Bristol SU also benefit from a [range of other discounts](#), including discounted [gym membership](#) and reduced [childcare](#) rates at the University of Bristol day nursery.

And Lots More...

Some of our other staff benefits include membership to clubs and societies, University library access, Microsoft Office at home and free access to the Business Lounge at the Engine Shed (next to Temple Meads).

ABOUT THE ROLE

Research and Analysis Co-ordinator – Role Profile

JOB TITLE	Research and Analysis Co-ordinator
WORKING HOURS	35 hours per week (to be worked flexibly)
SALARY RANGE	£26,557 to £30,182 (starting at the bottom of the scale)
REPORTS TO	Head of Insight and Academic Voice
DIRECT REPORTS	Part-time time student researchers and other student staff as required

Purpose of the Role

At Bristol SU we believe that innovative, student-focused research can help us understand and tackle some of the biggest problems facing our members. From the BME Attainment Gap to Student Mental Health and Wellbeing, we have been delivering cutting edge research into the experiences of our members, and using the insights we've gathered to make real change.

We're looking for someone with the passion to take this work a step further, helping us and the University to fully embed student consultation and research into our work, and ensure our approach empowers our members to make change. You'll mix traditional research and consultation methods like surveys and focus groups with innovative methods that encourage partnership and co-creation between staff and students.

You'll conduct robust research and analyse results to support student leaders to lobby and influence. You'll help us to use insights into the student experience to monitor our organisational performance and keep improving, so we can deliver more impact for our members every year.

To support Bristol SU in developing a rich, evidence-based understanding of our members and their needs, and using this to have positive impact on the student experience, our Research and Analysis Co-ordinator will:

- Deliver high-quality research, consultation and analysis activity to gather insights into the student experience which inform our work
- Bring robust research methodology to our work and support our influencing and lobbying activity
- Work in partnership with University of Bristol staff to incorporate student-focused research, consultation and co-creation activities into change projects at the University
- Support the organisation to evaluate its work and monitor performance against planned targets and performance indicators, particularly those relating student opinion, perception or engagement

ABOUT THE ROLE

Research and Analysis Co-ordinator – Role Profile

Main Duties and Responsibilities (continued)

1. Delivering research and consultation activity to understand our members and their needs
 - Coordinate a diverse programme of research, analysis, consultation and co-creation activity which gathers information about the student experience at Bristol and can meaningfully inform organisational development and representation work.
 - Design, deliver and analyse the outcomes of research and consultation activity. This will include online and on-campus surveying, focus groups and interviews, workshops, consultation events and other methods as appropriate.
 - Work with the wider Academic Voice and Insight Team, Full-Time Officers and other student representatives to identify areas where evidence could support or strengthen representation and campaigning activity, and design and deliver research or consultation to meet these needs.
 - Work with SU Leaders and the Strategic Projects function to support and deliver student consultation work to inform upcoming or proposed strategic change.
 - Analyse key data sources such as the National Student Survey, YourBristol, PRES, etc. in line with organisational and Officer priorities, and report these back to the organisation in an accessible and timely way.
 - Produce briefings for Officers and staff across the organisation on relevant research findings and support them to incorporate these into their work.
 - Work with the team and others in the Impact and Influence Directorate to ensure key outcomes from research activities are fed back to students in an appropriate and timely manner.
 - Ensure a coordinated, ethical and legal approach to conducting research about our members.
2. Managing our research, consultation and co-creation offer to UoB and Other Stakeholders
 - Develop and manage a calendar of research, consultation and co-creation opportunities through existing events or forums, which might be accessible to University Stakeholders.
 - Manage the process to receive and respond to requests for student research, consultation or co-creation activity from student leaders, the University or other stakeholders,
 - Liaise with stakeholders commissioning work to identify their needs and expectations and develop proposals for what the SU could offer.
 - Support the development of cost estimates, pricing structures or bids for funding from the University or other stakeholders to support Academic Voice and Insight activities.
 - Plan, promote and deliver effective and inclusive student consultation and engagement activities including workshops, advisory groups, online surveys, on-campus surveying, and other methods.
 - Develop good practice guidance, training and toolkits which help University Staff or other stakeholders to deliver effective student consultation or engagement activities independent to the SU.
 - Identify opportunities for and lead collaborative research projects with other Students' Unions.

ABOUT THE ROLE

Research and Analysis Co-ordinator – Role Profile

Main Duties and Responsibilities (continued)

3. Understanding our organisation and its performance and supporting organisational learning and improvement

- Provide advice on appropriate and effective evaluation tools and KPIs as part of the SU's Strategic Planning, Annual Planning, Team Planning and Project Planning processes, working with Bristol SU's Management Team and Project Managers to ensure there is a clear plan for how KPIs and objectives will be measured.
- Manage an annual survey of the student body which enables organisational learning and measurement of relevant KPIs, either commissioning this through an external agency or designing and delivering it in-house, and analyse and report results in a timely way.
- Plan and deliver other key institutional surveys (Rate My Group, Welcome Survey, Rep Exit Survey, etc), ensuring they facilitate organisational learning and measurement of KPIs and indicators agreed in Annual and Team Plans.
- Plan and deliver other activity to measure and report on KPIs or objectives relating to student perception, opinion or engagement agreed through Strategic, Annual, Team and Project Plans.
- Support the running of the SU's Data and Analytics Think Tank, working with experts from other teams to identify opportunities for the SU to use data to understand its performance and learn from its work.
- Provide advice and guidance to others in the organisation on research methodology and use of data for non-student research and evaluation (e.g. market research in the city, stakeholder research, etc) and support the delivery of these activities where required.

ABOUT YOU

Research and Analysis Co-ordinator – Person Specification

Key E = Essential criteria
A = Assessed in the application form

D = Desirable criteria
I = Assessed at interview

	Priority	Assessed
Knowledge & Experience		
1 Degree-level qualification including social-science research OR relevant experience	E	A / I
2 Experience of designing and delivering surveys, focus groups, interviews or other relevant research and consultation activities	E	A / I
3 Experience of facilitating inclusive workshops, focus groups or similar	E	A / I
4 Experience of working with students or young people	D	A / I
5 Experience of using co-creation, participatory research or similar approaches	E	A / I
6 Knowledge of a diverse range of research and consultation methods and analytical approaches	E	A / I
7 Experience of delivering research or consultation or consultation activities for a client or other end user	D	A / I
Skills & Abilities		
1 Producing written reports and presenting research to a high and accessible standard.	E	A / I
2 Able to identify appropriate research or consultation methods to suit a given evidence need	E	A / I
3 Able to design engaging and interactive research, consultation and cocreation activities	E	A / I
4 Analysis skills to understand and draw conclusions from qualitative and quantitative data sets	E	A / I
5 Able to build strong relationships and networks with stakeholders	E	A / I
6 Able to work collaboratively with others	E	A / I
7 Able to communicate clearly and confidently using a range of channels	E	A / I
Values & Behaviours		
A demonstrable commitment to our organisation's values	E	I
A commitment to and understanding of equality, diversity and inclusion	E	I
Comfortable working in a democratic, student-led environment with the ability to empower and build effective relationships with elected officers	E	I

If you think you have what it takes to be our next Research and Analysis Co-Ordinator, but aren't sure you meet every point on the person specification, please still get in touch with the recruiting manager. We'd love to have a chat and see if you could help us to achieve great things for our SU and its members.

HOW TO APPLY

The closing date for applications is Monday 1st November, 10am

Application Timeline

- Closing Date: Monday 1st November, 10am
- Shortlisting: 1st - 9th November
- Interviews: 16th November

Please submit your application via our online recruitment portal, accessible via the jobs page on our website.

You will need to provide an up-to-date copy of your CV, a cover letter and answer the following questions related to the person specification for the role:

- What attracts you to this role at Bristol Students' Union?
- What skills and experience enable you to meet the role/person specification?
- What is your approach to designing and analysing social/qualitative research?

We recommend that you prepare your answers in advance in a separate document where possible, to avoid losing your responses before you submit them in the portal.

Remember that you don't have to have work experience to have the skills or knowledge to do a great job. We are interested in your potential, so encourage you to use examples from outside of work too when answering the questions.

Please note:

- We will contact you to let you know the outcome of your application. This can sometimes take a few weeks so please bear with us.
- You must be able to provide proof of your right to work in the UK before starting work with us. We are not currently able to sponsor employees requiring a visa.
- Applications received after the above closing date will not be considered.

Informal enquiries:

For an informal chat and to find out more about the role, please contact the recruiting manager: Lizzie.Tilley@bristol.ac.uk

Impostor Syndrome

Impostor syndrome is the overwhelming feeling that you don't deserve your success. It can convince us that we are not as intelligent, creative or talented as we may seem. It often strikes when applying for a job, and has long been thought to disproportionately affect women and people from marginalised backgrounds. If you recognise feelings of impostor syndrome during your job search, [you'll find some useful tips to help overcome it here.](#)



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