



# Norwich Arts Students' Union

Advice and Representation  
Project Manager  
Job Pack

# Advice and Representation Project Manager Job Pack

- Job title: Advice and Representation Project Manager
- Organisation: Norwich Arts Students' Union
- Location: Norwich, United Kingdom
- Salary: £28,031
- 35 hours per week
- 28 days of Annual Leave plus bank holidays and organisational closures (normally approx. 2 weeks a year)

# Welcome to Norwich Arts Students' Union

Norwich Arts Students' Union (NASU) is committed to enhancing the student experience at Norwich University of the Arts, through adopting a human focused approach and channelling the creativity and diversity of our student body in all our work. We aim to empower and liberate all students through our advice and voice work, while also providing opportunities for students to find real and impactful community thus enriching their time at university. Our Mission is to help students Find their Voice, Find their People, and Find their Fun.



# Welcome from our Presidents & Managing Director

We want to welcome you to Norwich Arts Students' Union and thank you for your interest in the vacant position of Advice and Representation Project Manager. We've been on a significant growth journey over the last three years and are excited to be putting this advert out as an important milestone on this journey.

In 2023 we reached agreement with our institution, Norwich University of the Arts, that the Students' Union needed significant structural change and increased investment. Since then the SU's budget has increased by over 400%; we've gone from a staff team of one to a staff team of 4 full time and 7 part time people whilst retaining our two sabbatical officers; we've done a democracy review that makes student decision making and leadership much simpler; we've put together and implemented a new strategy; we've rebranded and renamed the organisation; and we've gone through an incorporation process and are now a Charity.

A key role in our new structure is the Advice and Representation Project Manager as they will join our staff team and take the lead on the "Find your Voice" aspects of our strategy. This role will be totally student focused with all its work contributing to our goal of being the best Small and Specialist Students' Union in the UK. We're proudly developmental in everything we do and are clear that we want someone to join our team who wants to grow and develop with us.

We're a small team with big goals and are excited to welcome someone with passion, good humour and a focus on delivering for students.



**Arran Cottam –**  
Managing Director

**Daniel Dwyer –**  
President of  
Education and  
Representation



**Indi Williams –**  
President of  
Community and  
Welfare

# Role Overview:

NASU is looking for someone who matches our values; wants to develop their skills; and understands the importance of putting students at the centre of the services we provide.

Norwich Arts Students' Union has gone through an exciting development journey with this role playing key part of delivering our strategy. This post will be responsible for delivering the "Find your Voice" section of our Strategy (You can find our strategy where you found this Job Description on our website [www.norwichsu.co.uk](http://www.norwichsu.co.uk)).

The post will provide support to our elected Presidents, as well as managing and delivering our advice service, and voice and representation work. A key part of this role will be to lead on the delivery of the SU's democratic functions, including our Full Time and Part Time Officer elections.

The role will work closely with the SU's Managing Director to collaboratively build and maintain an excellent advice service for our members, as well as work closely with colleagues in the University's Quality Team.

We are proudly a developmental organisation and expect this post to be filled by someone who comes to us not fully formed but with a strong desire to grow in the role. You might be a full or part time officer at a Students' Union, already in a career staff role at an SU or from another sector entirely. We are much more interested in your values and work ethic than we are your experience and would encourage applications from anyone who thinks that we're an organisation that speaks to them.

# Is Imposter Syndrome creeping in?

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 marginalised groups.

If you think you could make a difference in this role but are unsure of anything about it why not arrange an informal conversation and we'll help you decide whether you'd like to apply.

To do this email our Managing Director on  
[a.cottam@norwichuni.ac.uk](mailto:a.cottam@norwichuni.ac.uk)

# Key Responsibilities:

## Management of Advice Services:

- Look after the day-to-day operations of NASU's advice services, including drop-in sessions, appointments, and online support channels.
- Ensure that our advice services are inclusive, accessible, responsive, and tailored to meet the diverse needs of our student community.

## Representation Initiatives:

- Lead on representation initiatives aiming to amplify student voices.
- Work closely with elected student reps and academic staff to advocate for positive change on issues affecting students' academic and non-academic experiences.
- Organise campaigns, events, and forums to facilitate conversation and collaboration between students, staff, and stakeholders.

## Support for elected Officers:

- Provide support for elected full time officers on projects that relate to Advice and Representation
- Be the main provider of support for some of our elected part-time officers

## Democratic Functions:

- Provides administrative support for the SU's representative bodies
- Project manages all our elections for our elected officers and reps

# Key Responsibilities:

## Team Leadership and Development:

- Line Management of some Student Staff with an emphasis on developing their skills and competencies. (Which roles the student staff this role manages will change on a yearly basis based on the needs of the organisation)
- Foster a positive and inclusive team culture that prioritises collaboration, innovation, and student-centeredness.

## Policy and Compliance:

- Stay informed about relevant legislation, policies, and best practices related to student welfare, representation, and advocacy.
- Ensure that NASU's advice services and representation initiatives comply with legal and regulatory requirements, as well as institutional policies.

## Partnership and Stakeholder Engagement:

- Build and maintain effective partnerships with university departments, student organisations, community agencies, and other stakeholders.
- Collaborate with external partners to expand the range of support services available to NUA students and enhance their overall well-being.

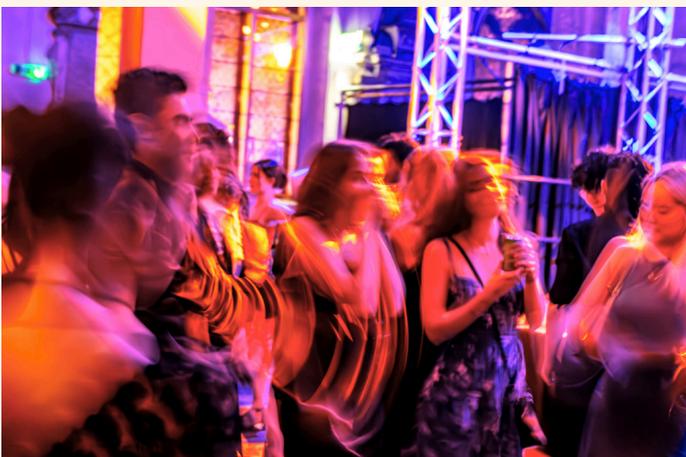
# Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Evidence of a commitment to ongoing learning and development</li></ul>
<b>Knowledge, Expertise &amp; Talents</b>	<ul style="list-style-type: none"><li>• Ability to meet people where they are and demonstrate emotional intelligence when interacting with people</li><li>• An understanding of the student movement or education (HE, FE, Apprenticeships or Schools).</li><li>• Able to build strong understanding of governing documents and support interpretation and analysis</li><li>• Outstanding organisational skills and able to manage competing priorities</li><li>• Attention to detail</li><li>• Written and verbal communication skills</li><li>• Able to establish positive working relationships and networks</li><li>• Strong IT skills including using Microsoft Office and a range of digital technologies and media platforms</li><li>• Able to work effectively in a team.</li><li>• Able to bring creative approaches to problem solving</li><li>• Strong project / campaign planning and management skills</li><li>• Expertise in explaining difficult or hard to understand ideas and processes</li></ul>

# Person Specification

## Values & Behaviours

- A demonstrable commitment to our organisation's values
- Strong commitment to, and understanding of the principles of liberation equity, diversity and inclusion
- An ability to communicate emphatically and with understanding
- Comfortable working in a democratic, student-led environment with the ability to empower and build constructive relationships with elected leaders



# Applying for this Role

Interested candidates should fill out the application form for the role which can be found on our website.

The application asks for some details about you and asks you to answer 6 questions. In the application form we have left space for you to write your answer or alternatively link to an alternative way of answering the questions. This could be a video, a drawing, a slide in a presentation or anything that suits your communication style. One of our values is being creatively centred and we want to open the door to people applying for this role in a way that shows their authentic selves.

Once your form is complete, please email it to [\*\*studentsunion@norwichuni.ac.uk\*\*](mailto:studentsunion@norwichuni.ac.uk) along with your CV

If you would find a conversation about the role useful you can reach out to our Managing Director, Arran ([\*\*a.cottam@norwichuni.ac.uk\*\*](mailto:a.cottam@norwichuni.ac.uk)), to book in a teams or phone call.

**The deadline for this application – 9am Wednesday  
3rd December 2025**

