KSU School Representative - Language Centre



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the position of **School Representative, Lanugage Centre**, at Kent Student's Union (KSU), and considering us as your new employer.

This is an exciting opportunity, new for 2026/27, to take representing your peers one step further – acting as a key link between the student body, Course Representatives, the School, University leadership, and Kent Students' Union - this role plays a **key part in delivering the services and experiences that define student life at Kent.**

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at kentunionrecruitment@kent.ac.uk.

We look forward to hearing from you.

Mel Sharman

Chief Executive

About Us

OUR MISSION

Why we're here

We are a charity that supports students at the University of Kent.

We are:

- Student led
- Here for our members
- A place of opportunities



OUR BELIEFS

Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should **have the opportunity to fulfil their potential** in life, have a voice in society and make a difference.

OUR VISION

Where we're going

Our vision is to provide the best student experiences on the planet

OUR VALUES

How we're perceived

Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in
- We ensure our staff have a healthy work-life balance

Find out more at www.ksu.co.uk/strategy



How We Are Run

How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. **Our KUTL profits are gift aided into the Kent** Student's Union charity and reinvested back to provide essential services and activities for our students and members.

Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 3 elected **Full-Time officers, 4 External Trustees and 4** Student Trustees. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to **the Chief Executive, Senior Management and staff** team.

KUTL Board

Kent Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Union Trading Limited, ensuring it is solvent, well-run and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up **the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services.**

Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

Working With Us



We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

Our Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

thevenuekent.co.uk



Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

ksu.co.uk/woodys



Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

ksu.co.uk/campus-coffee



Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

oaksnurserykent.co.uk/



Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.



SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

sunetwork.co.uk/

Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an **office in the Mandela Building (University of Kent,** Canterbury CT2 7NW), with occasional travel to other campuses.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

When We Work

Kent Student's Union recognises the importance of helping its employees balance their work and **home life and so we have cutting-edge flexible** working policies and many ways in which staff can **work flexibly and remotely, based on the nature of** the role and in line with business needs.

Any employee can make a request for flexible working. Whilst we cannot guarantee to **accommodate a flexible working application, we** do guarantee that we will carefully consider any request made.

Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically **marginalised backgrounds candidates (REMP).**

Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person **specification) and are from a REM background,** you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees **an interview for REM applicants who mee the** minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



About The Department

Department Name	Student Voice
Description	The Student Voice department aims to be the hub for amplifying and empowering students' voices with an inclusive lens. This role is fundamental to Kent Students' Union, and aims to amplify the voices of our members, enhance the student experience, and uphold Kent Students' Union's values of being bold, inclusive and supportive. Student Voice is responsible for all things representation, democracy, change-making, and liberation.
What We Do	**Representation:** We train and support hundreds of Student Reps, volunteers that are the link between the student body, KSU, and the University. We work closely with the University to ensure that space is made in key-decision making to listen to and act on student feedback. **Democracy:** Every year we host elections, which is the chance for students to step forwards and become elected officers. Once the officers start in their roles we work closely with them and empower them to run campaigns and make change on campus. **Change-making:** We empower students to make change on campus. We support students with running individual campaigns and petitions as well as working on larger scale change alongside our Elected Officers, Student Reps, Part-Time Officers, and Society Committee Members. **Liberation:** We champion marginalised student communities. By working closely with the Part-Time Officers and Societies, we aim to lift up students from underrepresented backgrounds, giving every student a chance to have their voice heard.

About The Role

Job Title	KSU School Representative, Language Centre
Salary Range	£14.57 per hour (inclusive of Holiday Pay)
Annual Leave	N/A
Reports To	Student Voice Coordinator (Academic & Inclusion)
Place Of Work	Canterbury Campus or Remote
Working Hours	Zero hours contract approx. 24 hours total for the year, 8 hours per term
Pension	N/A
Role Purpose	This is an exciting opportunity for a current Course Rep to take their representative work one step further. Building upon the vital work of Course Representatives, the School Reps will act as a key strategic link between the student body within their school, the School, University leadership, and Kent Students' Union (KSU).

School Reps work in teams within their respective Schools, with THE Language Centre having 2 School Reps - an Undergraduate School Representative and a Postgraduate Research School Representative. Only students who have demonstrable experience in representing others, either in a previous role as a Course Rep or on an individual basis, can apply to become School Reps. As there are limited positions available, applicants will be subject to an interview before being granted the role.

As a School Rep, you'll be central to Student Representation at KSU, working with the President (Education) and KSU staff to ensure academic concerns and issues are represented. You'll serve as a key liaison between KSU and the student body, advocating for students' interests, and helping to make change on campus.

Duties And Responsibilities

Operational Duties

- To complete all required training sessions
- To Chair or Co-Chair the termly SVF's or Voice Activities for your level of study within your School
- To attend the termly meetings with the President (Education) and other KSU staff, and to represent student views from your school
- To attend and lead the termly rep drop-in sessions, three times per term
- To respond to Coursemate feedback as it is assigned to you
- To oversee course representation, including supporting the Course Reps to ensure an effective network of student representation
- To attend and contribute to Student Voice Forum planning sessions
- To collect and synthesis feedback, identifying common themes or concerns
- To collaborate with School-wide initiatives in partnership with University staff and KSU
- To escalate issues raised by Course Reps or students at the appropriate level
- To contribute to School-level policy and procedures
- To report outcomes of relevant meetings back to students
- To support and promote Kent Students' Union's core values, which are: Bold, Inclusive, and Supportive
- To perform the School Rep role to the best of your ability, and undertake the responsibilities outlined above

There may be scope for extra hours for attending additional meetings, which could come up periodically throughout the year.

People Responsibilities

- Work cooperatively with KSU teams such as the Student Voice Team and the Officer Team
- Work cooperatively with University teams such as the Student Voice and Experience Team, Student Experience Leads, and Academic Staff within your School
- Represent Kent Students' Union positively and professionally
- To proactively promote Equality, Diversity, and Inclusion (EDI)
- To adhere to other University of Kent and Kent Students' Union policies, with particular regard to EDI, Safeguarding, and GDPR

Duties And Responsibilities

Financial Responsibilities

No financial responsibilities.

Expected Behaviours

- Act in a professional manner
- Treat feedback confidentially and comply with GDPR
- Treat others with respect
- Act in the best interests of students
- Be understanding
- Be objective when raising issues or feedback
- Ensure appropriate use of KSU and University resources
- Contact relevant parties if you are concerned about an individual's safety
- Communicate appropriately
- To act responsibly at all times when organising or participating in activities

What We're Looking For

Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.

Essential, Desirable, Tested at Interview and Application

Qualifications	E	D	I	A
A current University of Kent student, enrolled for the 2026/2027 academic year	X			X
Be a returning Course Rep		X		X
Experience	E	D	I	A
Experience with Chairing or Co-Chairing meetings		X		X
Knowledge	E	D	I	A
General understanding of Kent Students' Union, as well as an interest and enthusiasm for what KSU does	X			X
Awareness of the challenges and barriers facing Kent students	X		X	
Knowledge and understanding of representative roles and changemaking		X	X	
Knowledge and understanding of academic feedback structures within KSU and the University of Kent		X	X	
Skills And Ability	E	D	I	A
Effective time management and task prioritisation skills	X		X	
Clear and confident communication skills, both written and verbal	X		X	X
Ability to work with diverse stakeholders and build successful partnerships	X		X	
Values And Behaviours	E	D	I	A

Commitment to personal and professional development	x	x	
Respect and commitment for equality, diversity, and inclusion	x		x
Friendly, approachable, and professional attitude with a strong sense of pride in work	x	x	x
Strong commitment to working in a democratic and student-led environment	x		x

How To Apply

Positioned Advertised	10th November 2026
Applications Close	15th November 2026
Shortlisting	16th November 2026
Interviews	23rd November 2026

To apply, please submit your application through our recruitment portal at ksu.co.uk/careers.

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact Amber Kirkland, Student Voice Coordinator (Academic & Inclusion) by emailing atlk@kent.ac.uk

Completed applications must be received by 15th November 2026 23.59pm

KSU

KENT STUDENTS' UNION

ksu.co.uk