



CHESTER
STUDENTS'
UNION



RECRUITMENT ——— **PACK** —————

Head of Membership Services

37 hours per week

Deadline: 12pm on Friday 9th January, 2026



www.chestersu.com



Parkgate Road, Chester CH1 4BJ



workforus@chester.ac.uk



At CSU, we represent over 15,000 students across Chester, Warrington, and Birkenhead. Everything we do is built around four key pillars: Advice, Opportunities, Voice, and Democracy. Whether we're offering academic support, giving students the chance to lead and grow, or making sure their voices shape the future of the University - we're all about helping our students to thrive.

Our new **five-year strategy** (2025-2030) has been crafted with one clear belief: that every student deserves a university experience that is rewarding, empowering, and equitable.

We're proud to be a Union that's **proactive, collaborative, and inclusive**, and we've got the results to back it up. Over the past year, we've seen massive growth across all of our service areas, and the numbers speak for themselves:

- 82 student-led societies (up by 46%)
- 313 students in leadership roles (up by 75%)
- 217 opened Advice cases (up by 105%)
- 74% of CSU event attendees said they made a new friend
- 100% of staff agree that CSU cares about its employees (NUS Employee Engagement Survey 2024/25)

Discover more about our impact in our 2024/25 **Impact Report**.





Are you up for shaping the future of student engagement at CSU?

We are seeking an inspirational and strategic **Head of Membership Services** to lead our student facing teams and champion student voice, opportunities and advice.

As a key member of our Senior Leadership Team, reporting directly to the CEO, you'll drive innovation and oversee the delivery of high-quality services that empower students to thrive. Your leadership will ensure we live our values of being proactive, collaborative and inclusive, while achieving our mission of being an organisation that benefits every student member studying at the University of Chester.

We're looking for someone with proven management and leadership experience, ideally in a student focused environment. You'll be a problem-solver, a relationship-builder, and a strategic thinker who can inspire staff, students, and university partners alike.

For an informal conversation to learn more about the role and CSU's ambitious future plans please email Jamie Morris, CEO, at **jamie.morris@chester.ac.uk**

We are CSU. Come be a part of it.



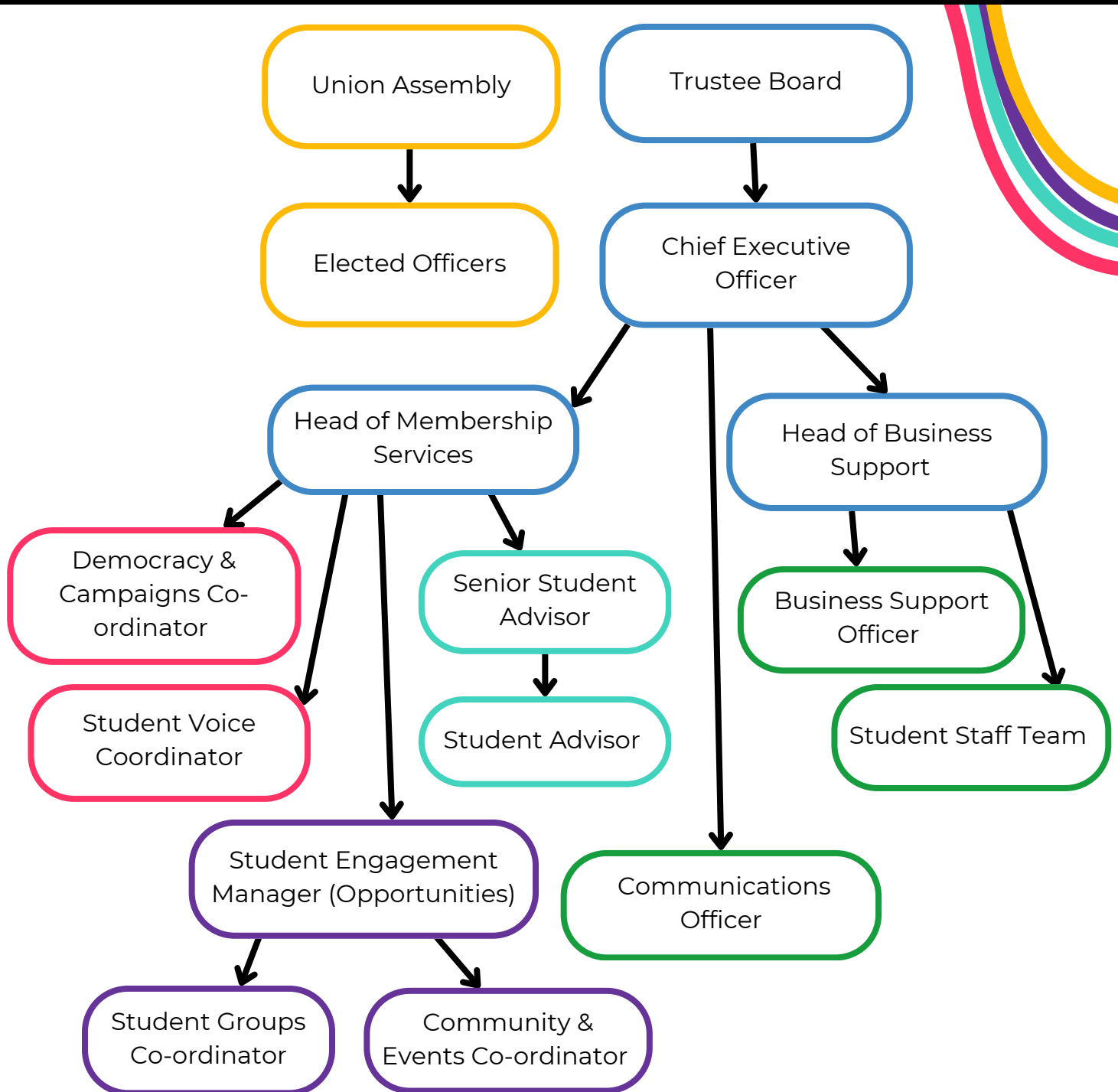
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Lily Watson
President



Luis Martell Correia
VP Education



Will Gaines
VP Student Life



Jamie Morris
CEO



Job Title:	Head of Membership Services
Pay Scale:	£39,906 - £43,482 - Grade 9 (OS Scale 31-34)
Hours:	37 hours per week
Responsible to:	Chief Executive Officer (CEO)
Responsible for:	Student Engagement Manager (Opportunities), Senior Student Advisor, Student Voice Coordinator & Democracy and Campaigns Coordinator
Place of Work:	All University of Chester Campuses – main place of work: Exton Park Campus.
Purpose:	As a key member of our Senior Leadership Team, reporting directly to the CEO, you'll drive innovation and oversee the delivery of high-quality services that empower students to thrive. You will lead the membership facing services and staff including the Advice Service, Opportunities team and Student Voice team.
Key Responsibilities:	<ul style="list-style-type: none"> • Lead the strategic development of our membership facing services (Advice Service, Opportunities and Student Voice) • Operationally manage team leaders and staff fostering a culture of collaboration, inclusion and proactivity. • Utilise data, research and feedback to identify student trends and introduce new interventions and initiatives • Oversee democratic processes, representation structures, and feedback mechanisms to amplify student perspectives and drive positive change. • Developed policies and processes to enhance services and oversee an operational budget for the membership services.



Key Duties

- Lead and manage the Membership Services team, providing guidance, support, and performance management to ensure the delivery of exceptional services in student voice, student advice and student opportunities.
- Create a new engagement vision and plan for our volunteers, representatives and elected officers that aligns with CSU's new five-year strategy.
- Along with the Student Officers, CEO and Head of Business Support form an effective leadership team with responsibility for the running and development of CSU.
- Deliver clear and comprehensive reports on membership services activities, aligned with agreed KPIs and reflective of both SU and University strategic objectives.
- Manage and maintain membership and advice service databases, ensuring accurate, up-to-date records of student engagement and regularly producing data reports to support monitoring and service development.
- Assess and enhance the impact of membership services through data analysis and feedback, implementing improvements based on findings.
- Collaborate across the Students' Union and University to identify and develop new initiatives and services that meet the evolving needs of our student body.
- Foster a positive and inclusive student community by promoting active engagement, participation, and representation of diverse student groups.
- Develop a culture of quality service delivery, driven by student feedback as well as coordinating CSU's ambition to achieve Quality Students' Union status through NUS charity.
- Develop and manage the annual membership services budget, ensuring efficient and effective use of resources in supporting the development of student leaders and volunteers.
- Drive income generation in relevant areas of Membership Services including event sales, sponsorships and fundraising.
- Alongside the CEO provide support to the elected officer team to ensure that their aims, ambitions, projects and campaigns are effectively supported within the available resources of the organisation.
- Promote the development of membership services and the staff team through effective and relevant networking opportunities.
- Ensure the implementation of effective policy and practice to safeguard our student members.
- Act as Deputy Returning Officer in all CSU related elections.



General

- Represent and be an ambassador for CSU.
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote liberation, diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individuals, organisations and or clients or staff and project data.
- Actively seek better ways to assist CSU in its effort to become a more sustainable workplace.
- Any other duties commensurate with the accountabilities of the post.



STAFF BENEFITS

HOLIDAYS:

- 25 days per annum, additional 1 day per year of service up to 30 days max (pro-rata)
- 8 bank holidays (pro-rata)
- 1 personal day to be used at your discretion each year
- Additional Closure Days over the Christmas period (at the discretion of the Students' Union)

PENSION:

- Employee contribution: 5%
- Employer contribution: 3%

MISC BENEFITS:

- Staff discounts and perks through BrightHR
- Access to Employee Assistance Programme
- Eye test and contribution to lenses
- Flexible working
- Staff Wellbeing Allowance
- Learning, training and development opportunities



Educational and professional qualifications	Essential	Desirable
Degree or equivalent level qualification.		
Experience		
Significant experience in a management role, preferably within a student union, membership organisation, or similar setting.		
Strong financial management and budgeting skills.		
Experience of data collection, monitoring and reporting as well as evidence of using data to bring about positive change.		
At least 2 years' experience working within a membership services role.		
Experience of working in a Students' Union.		
Skills		
Strong strategic thinking and visioning skills, with the ability to develop and implement long-term plans and strategies.		
Excellent interpersonal and communication skills, with the ability to build positive relationships with diverse stakeholders.		
Excellent skills in organisation and working independently		
Strong computer literacy and experience of using multiple Microsoft Office and other IT packages.		



Knowledge	Essential	Desirable
Knowledge of current trends and best practices in student engagement, representation, and advocacy services.		
A detailed knowledge and understanding of the issues currently affecting students.		
Values and Behaviours		
Proactive - We take initiative, seek out opportunities for improvement, and act with purpose to make things better for our students and colleagues.		
Collaborative - We work together, value each other's input, and build strong relationships to achieve shared goals.		
Inclusive - We create welcoming spaces where everyone feels valued, respected, and able to thrive.		
Job-related requirements		
Able to travel extensively between our campuses in Chester, Birkenhead and Warrington.		
Able to work some evenings and weekends and stay overnight where necessary.		
Full driving licence.		





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NEXT STEPS

- ✓ For an informal discussion about this role and any questions please contact: Jamie Morris, CEO jamie.morris@chester.ac.uk to organise a call.
- ✓ Complete the application form
- ✓ Send your complete CV and application form to workforus@chester.ac.uk by 12pm on Friday 9th January 2026.

Applications without these components will not be considered.

- ✓ Complete the equality and diversity form by scanning the QR code below

We expect interviews to take place on **Thursday 22nd January 2026.**

Monitoring the diversity of our applicants and their candidate experience is really important to us. Please do fill in our anonymous form. Scan the QR code or visit: <https://forms.gle/ZfqSeLSi56s6XhQu6>



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