



# **WELCOME TO THE GUILD**

Candidate Information Pack





# WELCOME

**Thank you for your interest in coming to work at the University of Exeter Students' Guild. This is a really exciting time to be joining us.**

We are privileged to represent and enhance the experiences of over 26,000 students at the University of Exeter. We are an independent charity and offer a wide range of opportunities, services and support to help students get the most out of their time at University.

The Guild is currently going through an exciting period of change. We've got new leadership, a dedicated and passionate team, launched a new strategic plan and a bold new direction for us to develop our services and implement innovative new projects. We are very excited to be growing our team and are looking for people like you to join us on the next stage of our journey.

We are looking for people who recognise that the Guild is student-led and share a genuine passion for empowering and engaging our members. Our new team members don't need to have a background in students' unions or education, but we'd love to find people who share a commitment to our values and behaviours and have the ability to communicate with and support our diverse communities.

This is a truly exciting opportunity to join an organisation that is really going places. Based across one of the most beautiful university campuses in the UK, the Guild offers a flexible, supportive and collaborative working environment and has a huge appetite for innovation and new ideas.

We really hope you'll want to join us in shaping an excellent experience for all students at Exeter. We look forward to receiving your application.



**Lily Margaroli**  
Guild President



**Alison Chambers**  
CEO



# ABOUT US

The Students' Guild at the University of Exeter is the students' union, led by students for students. We represent over 26,000 students and enhance their unique journeys at the University of Exeter by:

- Developing leaders who transform the student experience
- Supporting and creating opportunities for students to lead activity to benefit others
- Ensuring the student voice is strong and impactful
- Delivering focused and relevant services

## OUR PURPOSE

Shaping an excellent student experience for all students at Exeter by empowering them to take their place in the world and make a positive difference.

We pursue our purpose through:

- **Influencing** the Exeter student experience to ensure it is both a high quality, **value for money** experience for all students, and **transforms** their lives.
- **Collaborating with students** to ensure there is a **supportive, inclusive, empowering** and **enriching community** at Exeter for every student.
- **Connecting** Exeter student life to the wider world, ensuring that both whilst studying and beyond that Exeter students and graduates are **networked** and **connected**.

## OUR VALUES

We believe in always being:

### **RADICALLY INCLUSIVE**

We celebrate diversity, champion anti-oppression and equality of opportunity, and create inclusive communities for all our students.

### **COLLABORATIVE**

We bring a positive attitude to partnership working in all our relationships – with students, the University and external partners.

### **EMPOWERING**

We speak up, and provide a platform for students to raise their voices, we help those who need support, we create opportunities for personal development and foster greater resilience and confidence in all our people.





# HOW WE'RE RUN

We are an independent, democratic membership organisation, and all students at the University of Exeter are automatically members of the Guild.

The Students' Guild sits at the heart of the student experience which encompasses representation, support services, student activities and volunteering.

Our charitable purpose is the advancement of education of students at the University of Exeter for the public benefit.

## FINANCE AND FUNDING

The Students' Guild operates independently, and is funded primarily by the University through an annual block grant.

## OUR TRUSTEE BOARD

The Guild is governed by a Board of Trustees, who are responsible for ensuring that we are acting within the best interests of Exeter students. The Board of Trustees is made up of four Full-Time Officers, four Student Trustees and four external Trustees, who are volunteers from external organisations that add knowledge and expertise to what we do.

Our Trustee Board is accountable to the Charity Commission and ensures that we make sound financial decisions, act within the law and respond to the needs of our members. Responsibility for the day to day operating of the Guild is delegated to the Chief Executive and staff team.

The Guild President is the Chair of the Board of Trustees. They are responsible for chairing Board meetings, leading the performance management of the Chief Executive and acting as lead ambassador of the Guild to external stakeholders and the public.

91%

of our people agree that they work with **skilled competent people** who are good at their jobs  
(NUS Staff Engagement Survey - 2022)

91%

of our people feel that their **work contributes** to our overall performance  
(NUS Staff Engagement Survey - 2022)





# WHAT WE DO

## ACTIVITIES

The Students' Guild offers approximately 300 societies on campus, meaning that there is something for everyone to dive into, either as an experienced devotee or someone wanting to try something new. From the Doctor Who Society to Exposé our student newspaper, we cover a wide variety of hobbies, interests and cultures.

Our Activities team also support Exeter students to raise money for a variety of causes, helping make a positive difference to local, national and international communities. We have over 13 dedicated fundraising groups on campus, as well as our student-led group, Exeter Raise and Give (RAG), organising a multitude of events and challenges for Exeter students to take part in.

## STUDENT VOICE

Democracy and collegiate decision-making are the core parts of what we as a students' union do, and we make sure that student voice is a central factor in shaping the student experience and the decisions affecting their education. In order to ensure we represent the voice of our student members, we run Elections twice a year for the students who lead and represent all students; and support the elected Representatives through Subject Councils in academic representation and Guild Council for democratic student governance.

## ADVICE

The Guild provides support to students with problems they might be experiencing during their time at University. Our experienced advice team offers a wealth of information and helps with students' worries, from course problems and landlord issues to health worries or money difficulties.



**No day is the same at the Students' Guild, which is why I love working here! We support so many incredible and inspiring students during their time at Exeter, and it's one of my favourite parts of the job to work with the ideas they come up with and see them come to life!**

**Emily Jameson – Student Activities Manager**





# HOW WE DO IT

## OUR BEHAVIOURS

Our values and behaviours guide and shape both the work we do and how we do it. Everyone that works or volunteers for the Guild is a champion of our values, and these are the behaviours that you can expect to see from them.

### Radically Inclusive

Be proud of who you are, whilst valuing those who aren't the same as you.

Go out of your way to learn about the lived experiences of others.

Show compassion, look after people and do your best to make them feel safe.

Act fairly, and think about the impact your decisions could have on others.

Speak up for students by challenging the status quo.

Help to create a diverse community where everyone feels they belong.

Use inclusive language and help others to do the same.

### Collaborative

Focus on solutions to problems you come across.

Always be on the lookout for smarter ways of doing things for us and our members

Be curious, ask questions and listen to each other.

Be flexible and agile in how you work, so that you can respond positively to change.

Be open to feedback and share feedback with others kindly.

Demonstrate integrity, honesty and empathy in both your actions and your words.

Help us to stay proud of the Guild and take care of its reputation.

### Empowering

Encourage yourself and others to try new things, trusting that you'll always have support if it doesn't go well.

Own your mistakes and learn from them, helping others to do the same.

Help to create an environment where people can be at their best.

Champion the work of the Guild and celebrate your own and others' accomplishments.

Seek out, listen to and learn from feedback, taking the time to understand how you can use it to grow.

Always remember that we are a democratic, student-led charity and keep students at the heart of your work.

Stay 'ahead of the curve', share your ideas openly and build on the ideas of others.



# OUR FULL-TIME OFFICERS

The Full-Time Officers are elected each year by, and from, the student membership of the University. Our Officers take a year out of their studies (or immediately after graduating) to lead the SU, work on campaigns they're passionate about, and to represent students' interests at the highest level in the University.

Our 2022 – 2023 Full-Time Officers are:



## **President**

### **Lily Margaroli**

As Guild President, I lead the Full-Time Officers to make sure that we are working for you. I regularly meet with students, the community, the Vice-Chancellor and University Senior Management to make sure your voice is being heard and that decisions being made benefit you and other students.



## **Vice President Liberation & Equality**

### **Emma de Saram**

I'm here to make sure that Exeter is for everyone, whether that's on campus or online! Student wellbeing and advocating for equality are key to my role. Throughout my student life, I've campaigned on several important issues, and I'm committed to making sure all students are empowered and supported throughout their time at Exeter.



## **Vice President Education**

### **Jack Liversedge**

I make sure that students have the best academic experience they can. I ensure that your views about teaching, exams, library facilities, and much more are represented to the University at the highest level.



## **Vice President Opportunities**

### **Izzie Dyer**

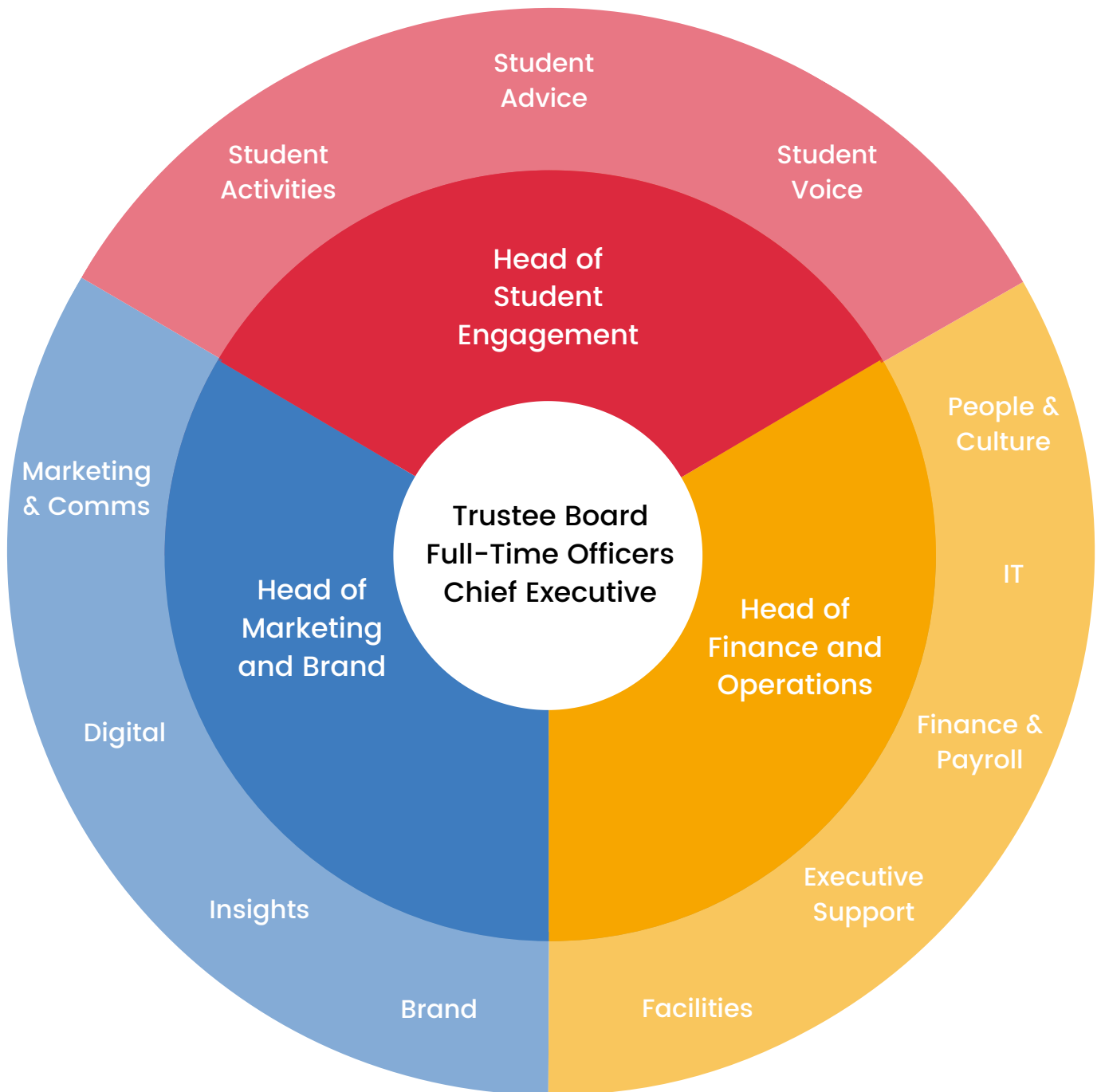
My job is to listen to you to ensure you get the most out of societies, volunteering, employability, fundraising and more during your time with us. I can't wait to collaborate to help you get involved with the many exciting opportunities available to you at Exeter!



[Find out more about our Elected Officers and what they're achieving for our members here.](#)



# OUR TEAM STRUCTURE



**Working at the Students' Guild is a rewarding and enriching experience. Every day brings exciting opportunities to learn, grow and have an impact with our work. People are friendly and supportive and work well together. The most rewarding aspect of all is knowing that our work directly impacts the experience of talented young people many of whom will go on to be our country's future leaders. I have been at the Students' Guild for over seven years and would thoroughly recommend working here.**

**Luke Appleton – Digital Manager**



[Find out more about the Guild's talented and passionate team here.](#)



# WORKING AT THE GUILD

## OUR LOCATIONS

The University of Exeter has some of the most beautiful buildings and grounds in the country, including lakes, parkland, woodland, gardens and even an outdoor swimming pool to enjoy throughout the year.

Although many of our services are based on the University's Streatham Campus, the Guild also has a strong presence at the St. Luke's campus, which is just over a mile away. Our main office address is: Devonshire House, Stocker Road, Exeter, EX4 4PZ.

## OUR BENEFITS

We are committed to providing a great range of benefits for Guild colleagues, including:

- A total of 6 weeks' holiday per year (**plus** bank holidays and closure between Christmas and New Year);
- Up to 6% employer pension contributions;
- Access to sustainable travel incentives including cycle to work scheme, bike storage and subsidised travel on campus bus services;
- Regular team wellbeing days and organised social activities;
- Excellent learning and development opportunities, including an excellent management development programme, regular visits to other organisations, access to networks and support in pursuing your personal and career goals;
- Access to the University Parking Permit Scheme for qualifying postcodes;
- Enhanced leave and pay for expectant parents;
- Confidential employee advice service and assistance programme.

## WORK-LIFE BALANCE AND FLEXIBLE WORKING

We understand that balancing work and home life isn't always easy, and the Guild is a great place to achieve that balance. We genuinely care about our people being able to thrive both at work and at home, and we're proud to empower our colleagues to work in a hybrid way, and to structure their working week in a way that helps them to be at their best and deliver outstanding services to our members. We welcome suggestions and requests for flexible working, including part-time working, job shares, condensed hours, and homeworking.



# RADICALLY INCLUSIVE

**Being Radically Inclusive means that we celebrate diversity, champion anti-oppression and equal opportunities, and create inclusive communities for all our students.**

To do this well means having a commitment to creating a diverse and inclusive workforce, where all our people can thrive and feel that they belong.

## OUR COMMITMENT TO INCLUSION

Inclusion is central to the Guild. We approach our work collaboratively, empower our people and celebrate our uniqueness. If you're driven to empower others and achieve great things, you'll fit right in.

Our people are proud of who they are and value each other's differences, and we are committed to creating a diverse community that is radically inclusive of age, disability, gender, race, religion, sexual orientation, identity and lived experience.

## CREATING A MORE DIVERSE WORKFORCE - OUR GUARANTEED INTERVIEW SCHEME

We recognise that some candidates from marginalised backgrounds will have faced additional barriers throughout their careers and when applying for new roles. We are committed to taking positive action to expand the diversity of our small team, by offering guaranteed interviews for people of colour and disabled candidates.

If you meet the minimum criteria for a role (at least 80% of the criteria in the 'About You' section) and identify as disabled or a person of colour, you'll be guaranteed an interview.

It is important to note that this scheme guarantees an interview for applicants from these 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(s).

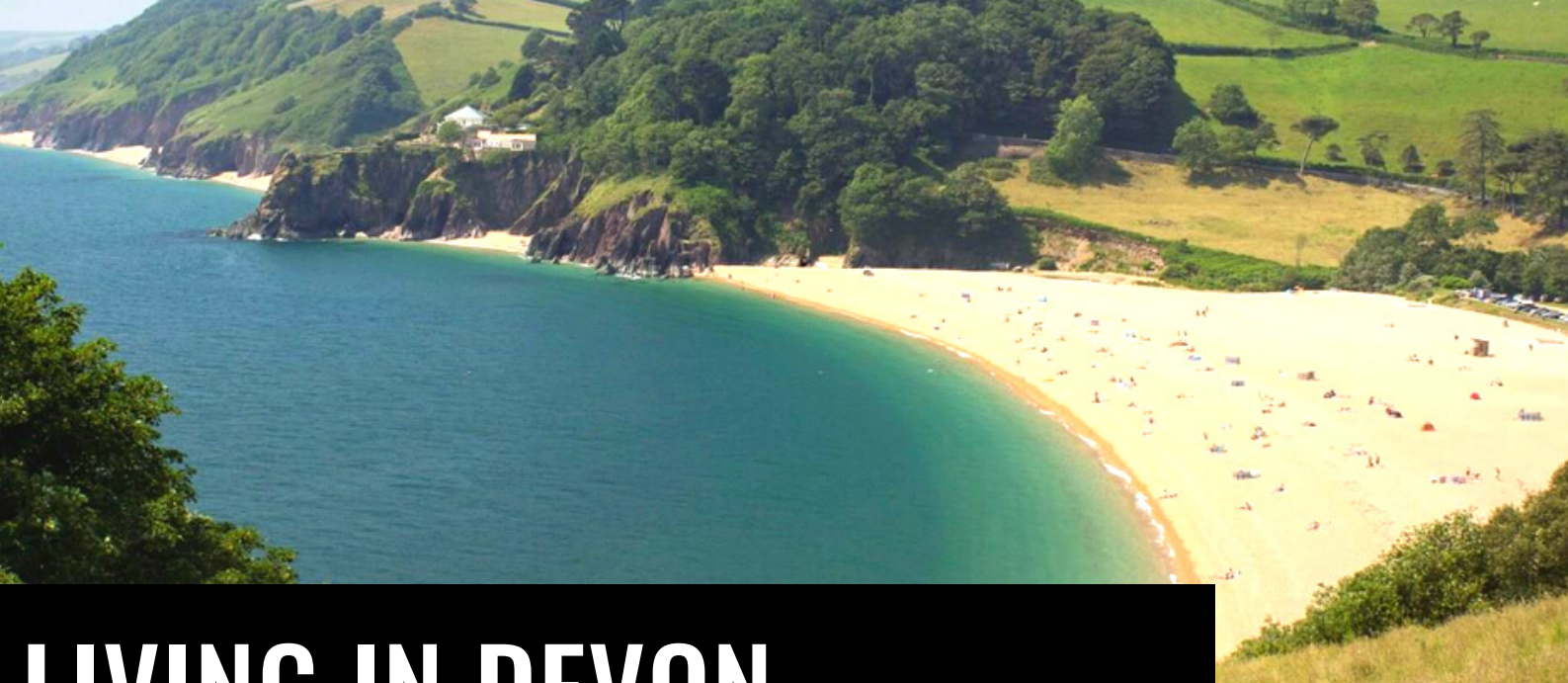
91%

of our people agree that the Guild **values diversity**  
(NUS Staff Engagement Survey - 2022)

94%

of our people agree that colleagues **trust and respect each other**  
(NUS Staff Engagement Survey - 2022)





# LIVING IN DEVON

## ABOUT EXETER

Exeter is described as a small city that packs a big punch. It has a rich history and a real sense of individuality. Its varied cultural and independent arts scenes are embraced by proud locals, and the city is renowned as one of the foodie capitals of the South West.

Exeter is located in the heart of Devon, surrounded by miles of countryside and set right on the coast, surrounded by beaches, hills and a cityscape of medieval gothic and Georgian architecture.

Excellent road, rail and air links make Exeter conveniently close to the rest of the UK. Exeter is considered to be the main rail hub within the south-west and is linked to most lines in Devon, including Paignton, Exmouth, Barnstaple and Okehampton, and is also well connected by train to Bristol, Plymouth and London. Exeter airport serves Newcastle, Norwich, Dublin, Edinburgh, Glasgow and many international destinations. The advantage of being so close to the M5 also makes it especially easy to visit other places by car.

## RELOCATING

If coming to work at the Guild would mean relocating, we'd love to help. We're so confident you'll love it here, that we'll even provide a **relocation allowance of up to £1,000** to help with your moving costs.

Our large student population means that Exeter's rental scene is a rather lively one. You'll find lower-cost rental properties and house-shares close to the University, and affordable properties can also be found in the areas of St Thomas, Clyst Heath and Exwick. If you need a bit more space, there are plenty of options within a short walk to the city centre.

If you would prefer to take advantage of Devon's countryside instead, there are plenty of beautiful towns and villages within a commutable distance. Our friendly staff team are happy to help advise you on the best places to live, eat and shop, based on your lifestyle and preferences, and we have lots of regular social activities to help you settle in and make friends once you get here. Please [get in touch before applying](#) if you'd like to discuss what relocating might mean for you.



# WHAT TO EXPECT

## APPLYING

You'll find instructions for completing an application within the role details, and we've also included some tips on the next page.

## GETTING HERE

If you're coming to meet us in person, our main space is at our Streatham Campus, and we're in Devonshire House (Stocker Road, EX4 4PZ). We recommend you arrive around 15 minutes before your interview time. More information will be provided with your interview confirmation, including where to go when you get here.

**We have a smart casual dress code – so there is no need to wear a suit!**

## THE INTERVIEW

The interview is a useful way for us to get to know you, and gives you the chance to meet the recruiting manager and some of the people you will be working with, as well as ask any questions you might have.

There are some useful tips to help you prepare for your interview [here](#).

If you require any adjustments to be made to make either our application or interview process accessible for you, please contact [personnel@exeterguild.com](mailto:personnel@exeterguild.com)

## WHAT ELSE?

You may also be asked to prepare something in advance, such as a presentation, complete a scenario-based task or facilitate conversations with key groups of people on the selection day. We will provide more information about this when we invite you for interview and we'll always make sure we give you time to prepare. If there's anything you're unsure about before your interview, please get in touch.

## TIMESCALES

We know you'll be keen to hear the outcome of your interview, and we'll aim to update you as soon as we can after the last interview has taken place. If there will be any major delays in letting you know, we'll keep you updated.

If you are not successful after attending an interview, you'll be informed as soon as possible, and the recruiting manager will arrange a call with you to give you feedback to help you understand what went well, and what you may consider doing differently next time.

We'd also really like to hear your feedback about our application and selection processes, so you'll be given the option to share this with us after your interview.

# APPLICATION TIPS

## HOW TO APPLY

Please see the separate download containing the role profile and application instructions for the particular role you'd like to apply for.

As part of your application, you'll be asked to complete an online application form which includes some personal details and 3-4 questions designed to assess your suitability for the role.

The questions will be based on the person specification for the role. You'll find the Person Specification in the 'About You' section of the Role Profile. The questions will vary depending on the level and activities of the role, however you can expect them to be a mix of:

- Questions to find out about your values and motivation to work at the Guild;
- Questions to assess your experience or knowledge of a particular area that's important for the role;
- Questions to assess your skills and capability in the area(s) that are particularly important to the role;
- For some roles (for example, those involving creative design) you may also be asked to upload an example of your previous work. This should be an example that demonstrates the relevant criteria in the 'About You' section of the role profile.

Our recruitment portal (People HR) will give you the option to write your answers to the questions, or, you may prefer to upload a short video recording of your answers.

Whichever option you choose, we'll assess your application based on how effectively you demonstrate the criteria and your choice of application method will not be a deciding factor, so choose the option that you feel most comfortable with and that will enable you to be at your best.

## TIPS

- Take the time to read the Role Profile to get a good sense of the work you'll be doing.
- Make sure you also spend time understanding our values and behaviours, which are really important to us.
- When answering the questions, consider how you can demonstrate the qualities that we are looking for using specific examples. Remember, this might not be your most recent or most senior role, but the one where you used your skills to their best. Your experience may come from volunteering, study, and education as well as from your professional career.
- When you provide examples, remember to talk about impact and outcomes. For example, if we're asking about your ability to communicate with impact, you may wish to give us an example of when you think you've communicated well, including what changed as a result of your communication (the impact).

## YOUR CV

For most roles, you will also be asked to submit your CV, and complete some diversity monitoring information. [You'll find some useful tips on creating your CV here.](#)



# INTERVIEW TIPS

## HOW TO PREPARE

We use structured interviews based on a mix of the skills and behaviours that we think are important to carry out the role. All candidates will be assessed against the same criteria. The 'About You' section of the Role Profile lists the specific skills that we will be assessing during the interview.

- Think about the competency areas that we'll be assessing you against (you can find these in the 'About You' section of the Role Profile).
- Take the time to look at our values and behaviours. They are really important to us and a key part of the interview will be assessing what our values mean to you, and how you might demonstrate them in the role.
- Consider the work that you've done to date that shows good examples of the personal qualities that we are looking for. Remember, this might not be your most recent or most senior role, but the one where you used your skills to their best. This experience may come from personal experience, volunteering, study, and education as well as from your professional career.
- Our website and social media are valuable sources of information – if you have time before the interview, take a look to get a better understanding of what we do and how your role might contribute to this.
- For some roles, it may be useful to do some research on best practice in the sector.
- You might find it helpful to ask someone to help you practice for your interview.

## COMPETENCY-BASED INTERVIEW QUESTIONS

It can be difficult to answer interview questions if you have not prepared some examples in advance. You may therefore wish to prepare some answers based on the 'About You' section of the Role Profile using the STAR technique.

This technique can also help you to be clear and concise with your answers so that you provide enough detail without using up too much of your interview time.

STAR stands for Situation, Task, Action, Result.

### Situation

Think about an appropriate situation that links to the question being asked. It might be helpful to consider 'What, Who, Where and When?'

### Task

What was the task at hand (what did you need to do?)

### Action

What did you do in the situation? Try to focus on specific examples.

### Result

Describe how your behaviour and actions impacted the situation. What value did you add? What was the impact? What did you learn?

If you can't think of an example, it's best to be honest, as made up examples can lead to unclear answers. Instead, try answering the question based on what you would do, if you were presented with a situation where the skill or behaviour was required.

## 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 minority backgrounds. If you recognise feelings of imposter syndrome during your job search, [you'll find some useful tips to help overcome it here.](#)

UNIVERSITY OF EXETER  
**STUDENTS'**  
**GUILD**