

Opportunities and Development Strategy

Vision

Our vision is to ensure all student leaders are **empowered** and **well-supported**.

Support & advice from professional staff; a thorough induction, range of training, recognition, co-designing, co-delivering and evaluating

Easy processes and good/relevant training; leaders that are up-to-date with the Union's work; able to shape Union projects; students who feel they can improve their activities; who can leave a legacy/have an impact

Leaders can easily access information that is easy to understand. They can always have space and opportunity to develop. Equipped with 21st Century Skills to empower others

Effective training, relevant skills building, current and appropriate, efficient processes. Going beyond "just good" so members feel fulfilled and motivated

Informed volunteers without unnecessary obstacles to achieve their extra-curricular activities

Student focused processes, knowledgeable staff team able to support, funds and resources available for a variety of causes, regardless of how niche

Leaders who are equipped with tools, information and pastoral support to successfully fulfill their roles and create a good all-round student experience for those they are leading

Agendas

Imperial College Union's Agenda

The Union involves volunteers to champion local expertise in their departments and activities, which enhances the delivery of service for our membership. Practically, the Union involves volunteers as a measure to help ensure service delivery.

Volunteer Agenda

An individual's reason for volunteering is wide ranging – altruism, gain employability skills, specific skill development, recreational, time filler. Time commitment can vary from one off acts to weekly commitments throughout the academic year.

Role Specific Agenda

Students who ran to be CSP Committee members, CU Committee Members and MG Committee Members expressed that it was because they wanted to be a part of the decision making and improvement of the group and they lacked confidence in other students' abilities to deliver the activities. All students expressed how it also helped them to make the most of their time at Imperial College and saw it as an opportunity to learn something new.

Research

- Volunteer Training Survey
- Learning Needs Analysis
- 121s with senior volunteers
- Focus Groups with volunteers
- Research into other Students' Unions

Q17 - How can Imperial College Union make your life easier (as a Student Volunteer)?

incentives
networking
clear information
face to face contact
training
resources
communications
less bureaucracy
mental health support
transparency
efficiency
better advertisements

Q19 - How can Imperial College Union help you achieve the aims of your volunteer role(s)?

financial help
contact details
wellbeing support
promote our work
one to one meetings
networking
incentives
promotion
funding
listen to students
automated room bookings
streamlined processes
better advertisement
provide facilities
fairer funding
training on campaigns
real life examples
leadership training
online resources
equipment
survey templates
encouragement
more collaboration
face to face meeting
training on leadership
communication skills
regular meetings
communication
well
better communications
training on social media
representation training
finance training
face to face meetings
less bureaucracy
resources
collaboration
room bookings
training on wellbeing
wellbeing events
clear communications
clear communication

121s and Focus Groups

- Students haven't received the training they need
- Training should be practical with real life examples
- The Union should consider process efficiency
- Students want reward and recognition from their own members
- Finance training needs to be more accessible
- Annual Budgeting training should be available at all times of the year
- All senior volunteers interviewed would like to be involved in more decision making within the Union

How do we empower students now?

- MGs and CUs
- Self-management of facilities
- Self-learning
- Annual Budgeting and Financial Responsibilities



empower

/ɪmˈpaʊə,ɛmˈpaʊə/

verb

give (someone) the authority or power to do something.
"members are empowered to audit the accounts of limited companies"

Similar: authorize license entitle permit allow sanction warrant

• make (someone) stronger and more confident, especially in controlling their life and claiming their rights.
"movements to empower the poor"

Similar:

emancipate

unyoke

unfetter

unshackle

unchain

set free



LEARNING



CORE TRAINING ON THE SKILLS AND KNOWLEDGE WILL BE ACCESSIBLE TO ALL VOLUNTEERS WHEN THEY BEGIN THEIR ROLE.

- A more holistic approach to learning that recognises students' multiple roles
- All content on the Training Hub will be intuitive and accessible at home, with real life case studies provided by current student volunteers
- Emerging Leaders will be reduced and targeted to MG and CU committee soft skills

Relevance: Alleviate pressure of D&O Team so we can deal with complex issues.

Time Scale:
Phase 1 by June 21

COMMUNICATION



IMPROVE ALL LINES OF COMMUNICATIONS WITH CSPs, MGs and CUs.

- Welcome Pack to all D&O volunteers
- All MG and CU committees meet with team once a term with development plan
- Customer Service Expectations confirmed by DPCS
- Introduce Teams Chat function for CSPs on eActivities
- Introduce CRM

Relevance: Students feel it is difficult to contact members of the SU currently and lack information.

Time Scale:
Complete June 21
Chat function TBC with Systems

TRUST



INCREASE TRUST IN UNION STAFF TO DELIVER KEY SERVICES AND FINANCIAL MANAGEMENT.

- Openly sharing information when things go wrong (or right!)
- Trial moving specific responsibilities from DPFS & DPCS to D&O Team, with reporting to CSPB
- Identify new avenues for CSPB to be involved in decision making

Relevance: Students feel like they do a lot of work but aren't involved in enough decision making.

Time Scale:
Review June 21

GOVERNANCE



SIMPLIFY UNION PROCEDURES AND AMMEND BY-LAWS TO REFLECT THE NEEDS OF THE ORGANISATION.

- Complete a governance review of DP roles (DPCS and DPFS in particular) with changes implemented through Trustee Board
- Complete a governance review of CSPB with changes agreed with Board
- Update all Policy and Procedure with CSPB

Relevance: DPFS and DPCS spend a high percentage of their time approving payments instead of supporting students.

Time Scale:
Review June 21
Completion June 22

Factors to consider

- Re-organisation
- Covid-19
- MD Appointment
- Funding
- Traditionalism

Action Steps Y1



Improvement Projects

- Finance procedures
- Communication
- Tours
- Constitutions
- Training Hub
- Policies Management
- Student Staff
- Debt Management

Measuring Success

- Student satisfaction in NSS and SES linked to number of activities students are involved with
- How many student leaders go on to run in the Leadership Elections/ how many continue positions throughout their academic journey
- Annual volunteer survey capturing satisfaction rates
- The number of students engaging in training, aiming for 80%