

Non-Executive Director Recruitment Pack

Queen Mary Students' Union Services Ltd
January 2025

Voluntary (reasonable expenses paid) -
Location: Mile End, London



Non-Executive Director Recruitment Pack

Queen Mary, University of London Students' Union Services Ltd

Help us to build for the future

What would I possibly have to offer to a Students' Union, you may ask? What even is a Students' Union and why do they need Board Members?

Queen Mary Students' Union represents the interests of over 36,000 students at Queen Mary University of London, largely based across sites at Mile End, Whitechapel, and Barbican. Queen Mary describes itself as 'a Russell Group University with a difference'. Many of our students come from our local community, 93% come from state schools, 72% are BAME, and 46% are the first in their families to go to University. In 2021, a Sutton Trust report named us as the best university for social mobility in the country. The Students' Union plays a key role in this work, by providing social, cultural, recreational, and sporting opportunities for our students. We help them to develop the skills they need to succeed in life after university.

Queen Mary Students' Union Services Ltd (QMSUSL) is the Union's wholly owned trading company, through which we provide a range of commercial services for our members, the profits from which are returned to the Union to help fund our work. QMSUSL has its own Board of Directors who oversee our commercial activities.

We are looking for a new member to join our Board. We will provide full training and support on the role and responsibilities of a Board Member and the work of a Students' Union. As a Board Member, you will contribute the benefit of your experience, enthusiasm, and a willingness to both challenge and support us in our work.

But QMSUSL does much more than simply provide bars, cafes, shops and venues. The Company has an important social purpose aspect to its business model. It runs the University's sports and recreation centre, which is also open to the local community and is the delivery vehicle for the Club Sport teams representing the University, the Get Active programme, social leagues, Community Foundation volunteering program, Social Cohesion programme, and the Talented Athlete programme. QMSUSL also provides, or facilitates, a wide range of activities and events designed to promote inclusion and wellbeing. QMSUSL employs a large number of student staff, all of whom receive full training and gain valuable employability skills by working with us, from baristas to gym instructors, all employed on the London Living Wage and supported by a full-time staff team.

Like most organisations in the retail, hospitality and leisure sector, QMSUSL faced significant challenges due to Coronavirus, but we have learned a lot of lessons along the way. Our customers' needs and expectations are different, our operating environment is different, the financial climate is different, our challenges and opportunities are different, and we need to be different too. Our students are more than ever concerned about environmental impact and sustainability, ethical procurement, and social justice, so we are now looking at how we can do

things differently as we build for the future.

Whether you have never considered being a Board Member before, or whether you have already served in this role, we would like to hear from you, *particularly if you have business development experience in sport and recreation, retail, or hospitality and leisure, and would like to use it to help us to build for the future; our future, their future, and your future... We would especially welcome applications from people who live, or work in the local area.

***NB these are not essential - we will consider all applications based upon what you can bring to the role**

Recruitment Timetable

Applications Close: Sunday 9 February 2025

Shortlisting: w/c 10 February 2025

Notification of candidates for interview: by end of w/c 10 February 2025

Interviews: w/c 24 February 2025 (Tuesday 25 or Wednesday 26)

How to apply

To apply to join us as a Board Member, please send your CV, together with a covering letter explaining why you are interested and what you would bring to the role, to the Company Secretary, Brad Coales at: b.coales@qmul.ac.uk by 9 February 2025.

Further Information

Further information on the Students' Union and its work can be found on our website at: www.qmsu.org .

You can also contact the Students' Union's Secretary, Brad Coales, at: b.coales@qmul.ac.uk or our Chief Executive and Managing Director, Mike Wojcik, at: m.wojcik@qmul.ac.uk .

Non-Executive Director Role Description & Person Specification

Queen Mary Students' Union Services Ltd
January 2025

Voluntary (reasonable expenses paid) - Location:
Mile End, London



Non-Executive Director Role Description & Person Specification

Queen Mary, University of London Students' Union Services Ltd

The role of a Board Member for QMSU Services Ltd is that of a Non-Executive Director. Although apparently different to that of a Trustee, the role is also voluntary and, as will be seen from the information section of this pack, is intrinsic to enabling Queen Mary Students' Union to deliver its charitable purposes. QMSU Services Ltd is both a key income generator for the Union, and a delivery vehicle for many of its social purpose activities.

A. Non-Executive Director Role Description

The role of the Board

The day-to-day management of the company is delegated to an experienced management team. The role of the Board is to provide strategic direction and oversight of the company's activities, to ensure it complies with applicable legislation, and to promote its financial stability, maximising the benefits for its shareholder (Queen Mary Students' Union).

The board is made up of an independent chair, three non-executive directors, two directors nominated by Queen Mary University, the Managing Director (who is also the Students' Union's CEO) and five elected student representatives.

Responsibilities of all Directors

Together with other Board members:

- To contribute to the work and decisions of the Board, scrutinising as appropriate all relevant documents.
- To support and constructively challenge the Managing Director and other senior executives in relation to strategic planning and performance, business planning and development, business performance, and financial planning and monitoring.
- To ensure that effective controls are in place for risk identification and management.
- To ensure the Company complies with the provisions of all applicable legislation and that effective policies and procedures are in place in relation to the Company's business and activities.
- To use specific skills and experience to assist the Board in reaching sound decisions and where appropriate to lead on matters falling within those specific skills/experience areas.

- to contribute to the successful development of the Company, whilst retaining sensitivity to the aims and values of the Students' Union.

As an individual Board member:

- To comply with the provisions of the Companies Act, the Company's Articles of Association and the Company's Conflicts of Interest Policy.
- To comply with of all other policies and procedures of the Company.
- To uphold high standards of integrity and probity, and to uphold and support appropriate values and behaviour in the boardroom and beyond.

Additional responsibilities of Non-Executive Directors

- To bring an external perspective to the work of the Board, based on your experience and independent judgment.

Time Commitment

The Board meets at least four times per year, currently in the late afternoons (appx.4 to 6pm). Additional time commitment will be needed for dealing with matters arising between Board meetings, occasionally attending other meetings, preparing for meetings, and for advising and guiding other Board members and/or the Managing Director as when required.

B. Non-Executive Director Person Specification Essential

All applicants should:

1. Be willing and able to allocate sufficient time to carry out effectively the duties and responsibilities of the role i.e. have the time to attend Board meetings, have the time to prepare for Board meetings (e.g. reading background papers) and have the time to participate in particular work-streams/projects agreed by the Board.
2. Have a business focused and entrepreneurial mindset, to help us generate profits for social purpose.
3. Have effective communication skills, with the ability to relate to and communicate effectively with all stakeholders.
4. Be a 'critical friend' - able to challenge constructively, and exercise sound independent judgment.
5. Have experience of working in, or with, an organisation that requires an understanding of the needs of, and engagement with, multiple stakeholders.

6. Have a commitment to our values, and our culture of support, inclusivity and empowerment.
7. Have the enthusiasm to apply your experience, understanding and skills for the benefit of the company and the Students' Union, its members and stakeholders.

Desirable

We are particularly keen to receive applications from people with any of the following, but these are not essential - we will consider all applications based upon what you can bring to the role:

- Business development experience
- Online/digital sales development
- Retail sector experience
- Hospitality sector experience
- Leisure sector experience

Valuing diversity

As an organisation responsible for representing the interests and meeting the needs of a diverse body of students. We fully encourage applicants from all demographics and backgrounds so that our Board is as diverse as the students we serve.

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Shortlisting: w/c 10 February 2025

Notification of candidates for interview: by end of w/c 10 February 2025

Interviews: w/c 24 February 2025 (Tuesday 25 or Wednesday 26)

How to apply

To apply to join us as an External Trustee, please send your CV, together with a covering letter explaining why you are interested and what you would bring to the role, to the Students' Union's Secretary, Brad Coales at: b.coales@qmul.ac.uk by **Sunday 9 February 2025**.

About Queen Mary Students' Union Services Ltd - Information for prospective Non-Executive Directors

January 2025



About Queen Mary Students' Union Services Ltd

Information for prospective Board Members

Queen Mary Students' Union

Queen Mary Students' Union (QMSU) represents the interests of over 36,000 students at Queen Mary University of London (QMUL) largely based across sites at Mile End, Whitechapel, and Barbican. Many of our students come from our local community, 75% are BAME, and many are the first in their families to go to university.

Queen Mary was recognised as the most inclusive Russell Group university in The Times and Sunday Times Good University Guide 2021. The authors noted: *"Queen Mary continues to prove that social inclusion and academic success are not mutually exclusive."* In 2021, a Sutton Trust report named us as the best university for social mobility in the country.

The Students' Union plays a key role in this work, by providing social, cultural, recreational, and sporting opportunities for our students. We help them to form communities and support networks to keep them on track during their studies. We help them to develop the skills they need to succeed in life after university, through leadership and community volunteering opportunities.

The Students' Union is a registered charity, with Articles of Association (its 'constitution') as its governing document. In its last accounting year, the students' Union had a turnover of over £6m (including our wholly owned trading subsidiary, Queen Mary Students' Union Services Ltd). Before the Coronavirus pandemic turnover was over £7m and we are now working hard to return to and exceed this level, as all profits generated from the Union's trading are gift-aided and re-invested in its services and activities for the benefit of its members.

QMSU Services Limited

Queen Mary Students' Union Services Limited (QMSUSL) is the wholly-owned subsidiary of Queen Mary University of London Students' Union The Company's principal activities are the operation of a health and fitness centre, retail outlets, and bars/restaurants and cafés. These services are provided for students at Queen Mary University of London in support of the charitable aims and objectives of the Students' Union, and are carried out from three of QMUL's campuses, all in London; at Mile End, Whitechapel and Charterhouse Square.

Across the University's campuses, the Company operates the Drapers Bar & Kitchen at Mile End, the Griff Inn Bar & Kitchen, located within the Barts and The London Students' Association (BLSA) building in Whitechapel. The Company also runs the Ground Café at Mile End, the Shield Café Bar in Charterhouse Square. By arrangement with QMUL, the Company oversees the trading and sports facility hiring activities at QMUL's Chislehurst Sports Ground in Kent. The company operates three retail outlets - the Village Shop and the Union Shop at Mile End, and the Box Office Reception in the BLSA building in Whitechapel.

Qmotion, on the Mile End campus, is a state-of-the-art health and fitness centre, offering a range of competitively priced services to its members, including students, staff and members of the public. Its vision is to provide a first class, contemporary sport and fitness centre, motivating members to enhance their lifestyle and achieve their personal goals. The centre acts as a hub for student sport and recreational student and community activities, including our social purpose initiatives.

The Students' Union and the University have a joint Sports Strategy, the following captures the key aspirations:

Our mission

'To inspire our University community to engage in sport and activity, to enhance their student experience and physical and mental well-being, making lifelong changes.'

Our vision

To work together to deliver a diverse and inclusive sporting offer for all by enhancing and broadening the sporting pathway at QMUL, combining top quality education with an excellent sporting experience, and making sport a fundamental part of the student experience at QMUL.

The Company has an important social purpose aspect to its business model. The beneficiaries are the Club Sport teams representing the University, the Get Active Programme, social leagues, community foundation volunteering program and Social Cohesion Programme, along with strength and conditioning for Club Sport, and the Talented Athlete programme.

The Company supports the Students' Union's Strategic Plan under which the Union's mission is 'Together we improve students' lives', and its vision is 'We want to be at the heart of the student experience'. This plan recognises the Company as an enabler in supporting student engagement, principally by providing a range of commercial services as focal points to enhance the student experience. The Company's services and activities endeavour to continue their support to achieve this goal in an ever-changing market place.

Whilst the Students' Union's financial statements include the income, expenditure, assets and liabilities of QMSU Services Limited, separate reports and financial statements for QMSU Services Limited can be viewed on the Union's website.

Relationship with Queen Mary University of London

The Union works closely with Queen Mary University of London (QMUL). The Union President is a member of QMUL's Council. The Union President, Vice President Education and a student representative from each of QMUL's 3 faculties are members of QMUL's Senate, and 2 representatives of QMUL are members of the Board of Directors of QMSU Services Limited.

QMUL provides the premises from which the Union and QMSU Services Limited operate. QMUL is responsible for agreed matters relating to the premises, including maintenance of the fabric of the buildings, plant and machinery, fixtures and fittings and payment of utility and insurance costs. The QMotion premises and Drapers Bar & Kitchen are held by QMSU Services Limited under lease from QMUL.

QMUL also provides support services in several areas, including human resources, campus security, health and safety, insurance, buildings work project management, provision of ad hoc space and the hosting of the Union's and QMSU Services Limited's accounting records on its accounting systems.

A Memorandum of Agreement (MOA) sets out the framework for the ongoing mutually supportive and beneficial relationship between the University and the Students' Union. A MOA Review Panel exists to monitor the agreement.

Our commitment to sustainability

A Sustainability Action Plan underpins the Students' Union's commitment to sustainability.

Our commercial outlets use the 'Too Good to Go' app in an effort to reduce the amount of food waste, Our Bring Your Own Cup discount offers students 20% discount, whilst our services have cut plastic use, introduced more vegetarian and vegan options, and the introduction of new reusable mugs have already seen a significant reduction in the amount of single-use paper cups being used every day.

The September Reuse Fair took place over move-in weekend, attended by 600 students who were able to provide a new home to over 500kg of donated items that would otherwise have ended in landfill, and the January Reuse fair redistributed over 350kg of household items.

The Students' Union has, once again, scored 'excellent' in Green Impact, a United Nations award-winning programme designed to support environmentally and socially sustainable practice in organisations. The auditors had this to say about our submission: *"Queen Mary SU has clearly demonstrated that sustainability is still high on its agenda, despite the additional challenges of the pandemic. I was really impressed by the holistic approach the union is taking in terms of addressing the breadth of sustainability, and how student voice is being centered in the SU's work. Really excited to see what comes next for QM's sustainability work!"*

Further Information

Further information on the Students' Union and its work can be found on our website at: www.qmsu.org .

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