



Job Pack

Community

Research Initiative

Manager

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for the role of Community Research Initiative Manager at Students' Union UCL and I am pleased to be able to provide you with further details about the role.

Students' Union UCL is an inspiring organisation that is committed to providing a fantastic experience to the 48,000+ students at UCL. We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life and empowering them to be exceptional leaders in their future lives and careers.

We're at an important part of our history, after a period of significant growth and renewal. We have an exciting vision to become one of the best student organisations in the world. In recent years, we have:

- Significantly increased support for our over 350 student clubs and societies, now providing the largest student activities and development programme in the UK with 20,000 active student members.
- Rejuvenated our democratic structures, including holding the largest student elections in the UK in each of the last three years.
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Established one of the strongest student volunteering programmes in the UK with over 2,000 students volunteering in the local community each year.
- Expanded the work of our independent student Advice Service – supporting more vulnerable students than ever before.
- Improved the operation of our cafés, bars and gym to provide a higher quality of service and greater profitability to fund student services.
- Securing a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.

You can read about our work over the past year here: [Impact Report 2023](#).

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

John Dubber
Chief Executive



About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 90 career staff and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 48,000 students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

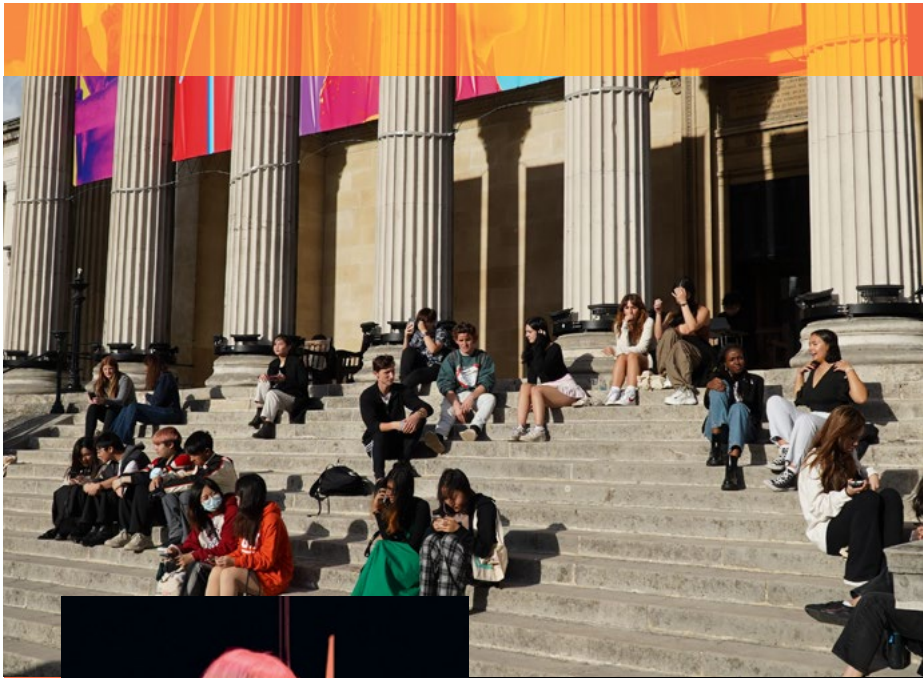
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 48,000 student members. It employs around 300 staff and has an annual turnover of more than £10.5m.

It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, with over 350 clubs and societies – with 20,000 members – including all sport, music and performing arts provision at UCL.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Six cafés, four bars, one merchandise shop, a gym, and two convenience stores.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.



Job Description

Job Title: **Community Research Initiative Manager**

Reports to: **Head of Volunteering**

Grade: **7**

Purpose of the Job

The purpose of the Students' Union UCL's Volunteering team is to enhance student life at UCL through extra- and co-curricular activity with social purpose at the centre, thereby shaping excellent local and global citizens, who understand their position in the world and leave UCL with the skills, tools, and attitudes to continue to take positive social action. We aim to empower students into community-engaged activities, including volunteering. Our intention is that our work is always underpinned by the values of equity and social justice as well as the organisational values.

We are seeking an innovative, creative, and passionate person to fill the role of Community Research Initiative manager. The purpose of this job is to lead the innovation, delivery, and evaluation of a range of community-based student opportunities at UCL. This currently includes: collaborative PGT dissertations; research skills volunteering; our new Pro bono Community Research Service; and developing community-based class projects for university colleagues. All opportunities will connect UCL students with local voluntary & community sector organisations with knowledge democracy and the principles of coproduction underpinning everything.

It is an exciting time for our team as we enter the second year of the **UCL Student Life Strategy**. This strategy represents an £8 million investment by the university in extra- and co-curricular activities to enhance the lives of students at UCL, to be delivered by the Students' Union UCL. Ambitious targets have been set out and the Volunteering team is at a critical point in its journey to plan incredible student opportunities to hit these targets and more!

Working in a team with two other managers and the head of department, the ideal candidate will possess strong leadership skills, able to motivate and inspire others to excel, a commitment to the principles behind community-university working, and a demonstrable ability to innovate and evaluate opportunities to enhance student experiential learning. We seek someone with a 'yes and' attitude who strives for excellence and improvement with everything they do, a real team player who understands the role that our team plays in the Student Experience directorate as well as the Students' Union as a whole. Someone who is highly communicative – a storyteller - who thrives in working in open and transparent ways, naturally sharing and collaborative would suit this position.

Duties and Responsibilities

Programme delivery & development

Expectations: To develop and innovate excellent community-based student opportunities that address identified community needs and student academic goals, aligned to key institutional strategies.

- Network, locally and nationally, keeping up-to-date with current trends and innovations.
- Widely and effectively communicate the benefits and outcomes of our work, advocating its value to students.
- Lead and manage regular quality checks of student opportunities, identifying and minimising barriers.
- Lead and deliver well-marketed, high energy, high-quality events that are well attended and accessible.
- Monitoring and evaluation, according to theory of change and internal marketing data insights.
- Identify, collaborate, and apply to appropriate funding sources to build and scale.
- Strive for continuous improvement, innovating year-on-year.

Systems & processes

Expectations: To maintain and further develop effective and excellent systems and process for key stakeholders to make use of and benefit from our offer.

- Update the online system of student opportunities, easy to use by all stakeholders.
- Webpage design, focusing on eye-catching, detailed, up-to-date, and on-brand.
- Ensure safety of everyone involved through risk assessments and DBS checks where necessary.
- Work in partnership with managers and the head of department to develop and implement a process of student reward and recognition.

People

Expectations: To ensure students are well equipped to take part in community engagement opportunities; to identify and cultivate partnerships with community organisations; and to collaborate with university teaching and research staff. To line manage team coordinators and student staff.

- Develop comprehensive guidance, resources, and reflection opportunities.
- Provide students with coaching and mentoring, skills development, and training opportunities.
- Ensure excellent customer service.
- Work with Sabbatical Officers to help them achieve their objectives.
- Carry out community consultations to develop mutually beneficial student opportunities.
- Maintain and further the excellent Community Research Initiative brand and reputation.
- Compassionate and meaningful line management of two Grade 6 coordinators and up to 2 student staff.
- Collaborate with key internal teams, including Systems & IT; Arts; Sports; Marketing & Communications; Intercultural Engagement; and Societies.

Professional development

Expectations: To undertake continuous self-reflection and practice improvement, in partnership with the head of department and team managers.

- Attend conferences, internally, locally, and internationally.
- Take part in training and development opportunities.
- Present widely with internal stakeholders.
- Seek mentoring, coaching or Action Learning Set, where appropriate.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Experience of working in a higher education, charity environment or students' unions		X		X
Experience				
Extensive experience of project management including web developers or collaborative projects	X		X	X
Experience of working with the Voluntary & Community Sector	X		X	X
Experience of postgraduate study		X		X
Knowledge				
Extensive knowledge of the UK volunteering sector	X		X	X
Knowledge of UK Higher Education	X		X	X
Knowledge of project monitoring & evaluation	X		X	X
Awareness of relevant policies and processes e.g. data protection, safeguarding, risk management	X		X	X
An understanding of the principles of community-based research, including knowledge of research ethics	X		X	X
Skills				
The ability to build effective working relationships with a diverse range of people, in particular academics, voluntary sector, and master's students	X		X	X
Ability to plan and deliver good quality training to academic staff, postgraduate students and staff within voluntary and community sector organisations	X		X	
Good verbal and written communication skills, with the ability to write clearly for a range of audiences and contexts	X		X	X
Good collaboration, negotiation, mediation, and consultancy skills	X		X	X
The ability to develop, implement and maintain high standards of operating procedures including customer service and Health & Safety procedures	X		X	X

Continued overleaf

Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
Values, attitudes and personal style				
An interest in the Voluntary and Community Sector and an understanding of its role within society	X		X	X
Evidence of commitment to Continuing Personal and Professional Development	X		X	X
A leader on equality of opportunity who values Diversity and removes barriers to equality	X		X	X
Commitment to working in a democratic and student led environment	X		X	X
Commitment to high standards of customer care	X		X	X
Flexibility and an adaptable approach to work	X		X	X
Dedicated to achieving a sustainable Union	X		X	X

Our Vision

An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

Our Team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

Our Strategic Themes

Our Vision and Mission will be achieved through delivering four strategic themes:

Effective Influence

Amazing Experience

Vibrant & Inclusive Community

Excellent Union

Read our current strategic plan at studentsunionucl.org/about-us.

Our Values

Community Building

- We aim to build a strong sense of community for all our students
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed

Empowering

- We support and empower our students to develop their skills and confidence to change to the world for the better
- We help students to pursue their passions, discover new interests, and do more than they thought possible
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community

Fun

- We want to make university life fun, distinctive and memorable
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that
- We embrace a positive, fun and inspiring working culture for our staff and officers

Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members
- We cherish our democratic structures and want as many students participating in them as possible
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

Bold

- We are innovative and ambitious
- We want to be one of the best student organisations anywhere in the world
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs

Sustainable

- We want to be the most sustainable students' union in the UK
- We want to minimise our environmental footprint in every way possible
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future

Our Officers

Each year we ask UCL students to choose full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



Salary and Benefits

The salary range is £42,099 - £50,585 including London Allowance per annum.

The annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days.

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution. [Read more on UCL's website.](#)

Further details about the benefits are available via the link: ucl.ac.uk/human-resources/working-ucl.

If you have any queries or would like to have a discussion about the role please contact:
Anne Laybourne, Head of Volunteering, at a.laybourne@ucl.ac.uk.



INVESTORS IN PEOPLE™
We invest in people Silver

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