



**Job Pack**

**Education & Advocacy**

**Manager**

# Chief Executive's Introduction

**Dear applicant,**

I am delighted that you are interested in applying to Students' Union UCL and I am pleased to be able to provide you with further details about this role.

Students' Union UCL is an inspiring organisation that is committed to providing a fantastic experience to the 50,000+ 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 moment in our history, experiencing 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:

- Doubled engagement with students, with a huge increase in students participating in sports, arts, social impact opportunities, and our elections
- Developed a sector leading Student Life Strategy to deliver the best extracurricular experience in the UK
- Significantly increased support for our over 400 student clubs and societies, now providing the largest student activities and development programme in the UK with more than 20,000 active student members.
- Rejuvenated our democratic structures, including holding the largest student elections in the UK in each of the last four years.
- Been awarded Silver for Investors in People, with the SU 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, with refurbished space and a higher quality of service and greater profitability to fund student services
- Developed a fantastic sustainability strategy and introduced a range of low carbon products in our cafes and bars.

You can read about our work over the past year here: [Impact Report 2025](#).

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

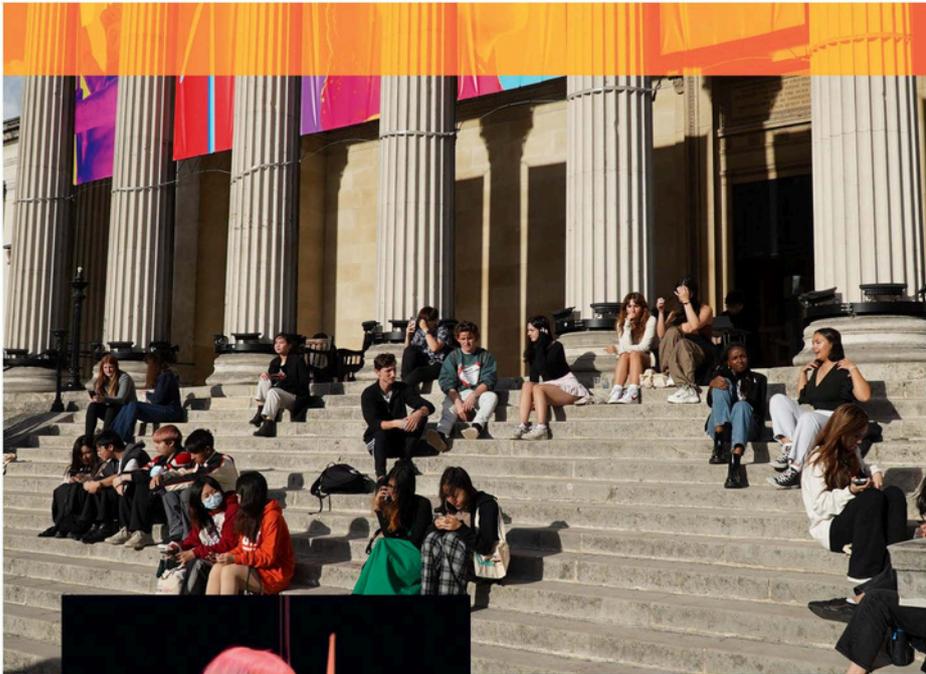
Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 130 career staff and over 250 part-time student 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, including all sport, music, performing arts and volunteering at UCL.
- Over 400 student clubs and societies with over 20,000 members.
- 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.
- Five cafés, four bars, a merchandise shop, a gym, and a convenience store.
- 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: **Education & Advocacy Manager**  
Department: **Policy, Representation & Evaluation**  
Reports to: **Head of Policy, Representation & Evaluation**  
Grade: **7**

## Purpose of the Job

1. Devise and deliver strategies to attract, develop and support academic representatives to enable them to have the best opportunity to influence decision-makers across departments and faculties to transform their academic experience at UCL.
2. Lead on ensuring the Union is a key player in shaping UCL education and putting students at the centre of their learning experience across all phases of studies.

## Duties and responsibilities

### Programme Management

- Develop and deliver a model of support for academic representatives to ensure they are empowered to make change and effectively represent students' academic interests, incorporating best practice to ensure a successful lifecycle of leaders. Offer guidance to the Union's Leadership Team on shaping and influencing our policy and direction with regard to improving the student experience.
- Working with line manager, lead on key strategic projects undertaken by the team.
- Understand University decision-making structures and culture, and ensure student officers and representatives have the information they need to engage successfully with decision-makers.
- Working with their line manager, coordinate our work to support improvement in the National Student Survey and other institutional surveys.

### Empowering Policy Development & Advocacy

- Monitor and celebrate the ways that academic representatives have made an impact on the academic experience.
- Develop and support academic representation at the programme, department and faculty levels.
- Manage and develop robust systems and processes for recording data on representative roles.
- Assess any potential barriers to participation from specific groups of students and create diverse routes into academic leadership opportunities.

### Developing Student Leaders

- Develop and deliver a comprehensive programme to induct, train, develop and recognise academic representatives so that they can gain transferable skills, continue their leadership journeys and enhance their career prospects.
- Develop strategies to build a vibrant community by allowing our academic representatives to make connections with one another and the Union.
- Work with the Student Experience Directorate, to advance the creation and development of 'Departmental Hubs' across the University which have a focus on representation, community building and community volunteering.

### Communication & Engagement

- Devise an effective communication plan so that academic representatives visible, valued and see to be a core part of the Union.
- Develop and maintain stakeholder relationships with University staff in professional services, faculties and departments.
- Write reports and conduct analysis to better understand the challenges and opportunities inform wider work, regarding demographic data, levels of engagement, participant statistics and other data as required.
- Build and maintain relationships with staff in across UCL's faculties.

### **General Responsibilities**

- Working with the Union's Leadership Team, provide advice, guidance and support to officers in developing, coordinating and promoting our campaigning and influencing objectives.
- Organise the contribution to University decision-making bodies, formulating reports and consultation responses.
- Manage and monitor budgets and expenditure for relevant representation and democratic activities, ensuring financial procedures are adhered to.
- Effectively manage and supervise team members, encouraging a high performing team and strong learning and development culture.
- Ensure the health and safety of our members, staff and visitors through the completion of training, risk assessments, safety checks, inventories and event planning in line with our health and safety policy.
- Develop and maintain stakeholder relationships with University staff in professional services, faculties and departments.
- Take overall responsibility for achievement of the Education & Advocacy team's targets and delivery of its operating plan, striving for high standards in all aspects of the department's work.
- Ensure that the impact of the team is measured, evaluated and reported to stakeholders.
- Ensure the department takes a collaborative approach with other Union departments, is integrated with other Union activities and priorities and enhances the Union's overall offer to students.
- Maintain an awareness of issues of equalities and social justice and act to remove barriers to engagement.
- Commit to reducing the Union's environmental impact and promote environmental and ethical good practice in line with the Union policy.
- Undertake any other duties commensurate with the grade, spirit and purpose of the post.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

# Person Specification

Qualifications	Essential or desirable	If tested and when
University degree in a social science or similar discipline or equivalent experience in a similar role	Essential	Tested at application
Management qualification	Desirable	Tested at application

Knowledge	Essential or desirable	If tested and when
Sound knowledge and understanding of student engagement practices	Essential	Tested at both
Knowledge and understanding of effective volunteer management	Essential	Tested at both
Knowledge and understanding of current policy issues and trends in Higher Education and the student experience	Desirable	Tested at both

Experience	Essential or desirable	If tested and when
Demonstrable experience of working effectively on own initiative and experience of working effectively in a team	Essential	Tested at both
Previous experience of developing and delivering training programmes	Essential	Tested at both
Previous influencing academic or social policy change and attitude changes	Essential	Tested at both
Previous experience of managing people, budgets and processes to achieve objectives	Essential	Tested at both
Previous experience of developing and maintaining recording systems to support the reporting of volunteer management	Desirable	Tested at both
Previous experience of working in a students' union or similar organisation	Desirable	Tested at application

<b>Skills</b>	<b>Essential or desirable</b>	<b>If tested and when</b>
Demonstrable excellent communication skills (verbal and written) with the ability to present information clearly to a variety of audiences	Essential	Tested at both
A confident, resourceful and creative individual who can operate in a challenging and changing environment	Essential	Tested at interview
Proven ability to use own initiative and effectively manage own workload and prioritise competing demands	Essential	Tested at interview
Demonstrable ability to engage with others in an approachable and inclusive manner	Essential	Tested at interview
Proficient IT skills including Microsoft Office and online platforms	Essential	Tested at interview
Ability to establish and maintain effective working relationships with a wide range of people both within and outside the University, including students and senior management	Essential	Tested at both

<b>Values, attitudes and personal style</b>	<b>Essential or desirable</b>	<b>If tested and when</b>
An empowering and supportive approach to elected student officers and a keenness to work alongside them	Essential	Tested at interview
Demonstrable ability to recognise the needs of others to ensure that both team and personal objectives are met and strong working relationships maintained	Desirable	Tested at application
Demonstrable ability to offer analytical, creative and pragmatic innovative solutions to problems maintaining a can-do attitude at all times	Essential	Tested at both
Understanding of and commitment to the principles of equity, equality, diversity and inclusion	Desirable	Tested at both
Demonstrable commitment and passion to working in a democratic and student-led environment	Essential	Tested at interview
Evidence of commitment to continuing personal and professional development	Desirable	Tested at application

# 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 Vision

**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](https://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.

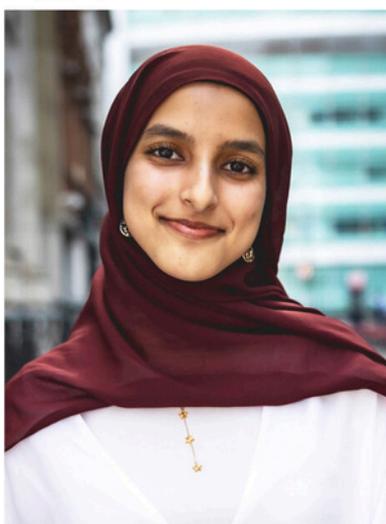
## Sustainable

- 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 £43,981 - £52,586 including London Allowance per annum.

The annual leave entitlement is 27 days (pro rata) 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](https://ucl.ac.uk/human-resources/working-ucl).

If you have any queries or would like to have a discussion about the role please contact:

Colum Mackey, Head of Policy, Representation & Evaluation at

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