



Job Pack

Governance

Administrator

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for the role of Governance Administrator 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.

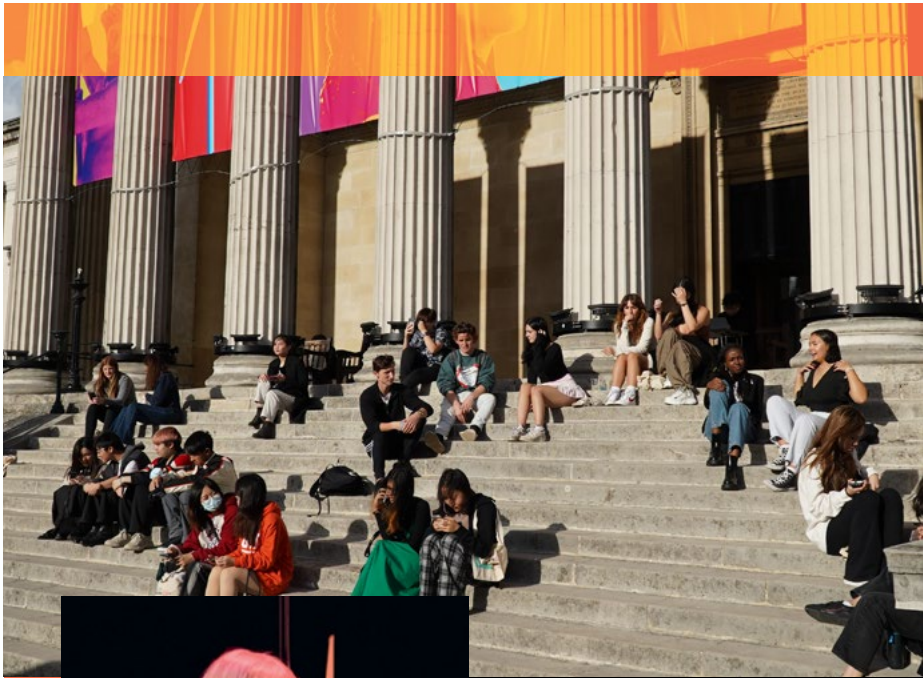
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

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: **Governance Administrator**

Reports to: **Governance and Compliance Manager**

Grade: **5**

Purpose of the Job

- Provide administrative support to the Governance and Compliance team to ensure we are governed to exemplary standards.
- Provide administrative support to our complaint, disciplinary and safeguarding processes and procedures.
- Develop and deliver administrative support to the wider team such as through meeting minutes, action logs, and supporting documents.

Duties and Responsibilities

- To attend and minute committees and working groups as required, with responsibility for capturing actions, and where appropriate circulating papers, agendas, being thoroughly familiar with the committee's remit and business, and answering queries.
- Assist the Governance and Compliance Manager to ensure compliance with all legislation and regulation relevant to governance arrangements.
- Assist the Governance and Compliance Manager with administrative support for the complaints inbox
- Assist the Governance and Compliance Manager with administrative support for disciplinary pool matters including meetings, correspondence and note-taking.
- Assist the Governance and Compliance Manager with creating and developing templates for complaint and disciplinary matters to be used across the organisation.
- Assist the Governance and Compliance Manager with administrative tasks including accumulating and reporting statistics for the Complaint, Disciplinary and Safeguarding procedures.
- To undertake improvements to the Governance and Compliance sections of the Students' Union UCL website.
- Assist the team with Board Effectiveness Reviews and the writing of a report based on its findings.
- Assist in maintaining our public records with the Charity Commission and Companies House as appropriate and to assist in appropriate communication with the Union's regulators, including the Charity Commission and Companies House.
- Provide administrative support to cross team initiatives and projects, as directed by the Governance and Compliance Manager.

Continued overleaf

General responsibilities

- Working closely across the team, provide assistance for officer campaigns and associated activities.
- Assist with research and disseminating information on issues on developing our governance and administration, as directed by line manager.
- Ensure the financial procedures are adhered to.
- Review, plan and evaluate individual training needs, encouraging a 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.

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

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Good general education, typically to the Higher/A level equivalent	X			X
University degree or equivalent experience		X		X
Knowledge				
Knowledge and understanding of governance and democratic processes		X	X	X
Knowledge and understanding of current issues and themes in Higher Education and Students' Unions		X	X	X
Experience				
Demonstrable experience of working effectively on own initiative and experience of working effectively in a team	X		X	X
Previous experience of following and maintaining administrative processes and systems	X		X	X
Experience of taking minutes at meetings, capturing actions and circulating papers.		X	X	X
Previous experience of working in a students' union or similar organisation		X		X
Skills				
Demonstrable excellent communication skills (verbal and written) with the ability to present information clearly to a variety of audiences	X	X		X
Demonstrable ability to engage with others in an approachable and inclusive manner	X		X	
Proven ability to use own initiative and effectively manage own workload and prioritise competing demands	X		X	
Proven ability in utilising the internet and websites to disseminate and collect information	X		X	
Excellent IT skills including Microsoft Office	X		X	
Ability to edit website pages with new content.	X		X	X

Continued overleaf

Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
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		X	X	X
Values, attitudes and personal style				
Empathy with the aims and objectives of a student-led organisation	X		X	X
An empowering and supportive approach to elected student officers and a keenness to work alongside them	X		X	
Demonstrable ability to recognise the needs of others to ensure that both team and personal objectives are met and strong working relationships maintained	X		X	X
Demonstrable ability to offer analytical, creative and pragmatic innovative solutions to problems maintaining a can do attitude at all times	X		X	
Understanding of and commitment to the principles of equality, diversity and inclusion	X		X	X
Evidence of commitment to continuing personal and professional development	X		X	X
Demonstrable commitment and passion to working in a democratic and student-led environment	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 £30,138 - £33,759 pro-rata (0.6 FTE) 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: Joshua Scarlett, Governance and Compliance Manager, at joshua.scarlett@ucl.ac.uk.



**U STUDENTS'
UNION UCL**

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