



**Job Pack**

# International

# Programme

# Manager

# Chief Executive's Introduction

**Dear applicant,**

I am delighted that you are interested in applying for the role of International Programme 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.

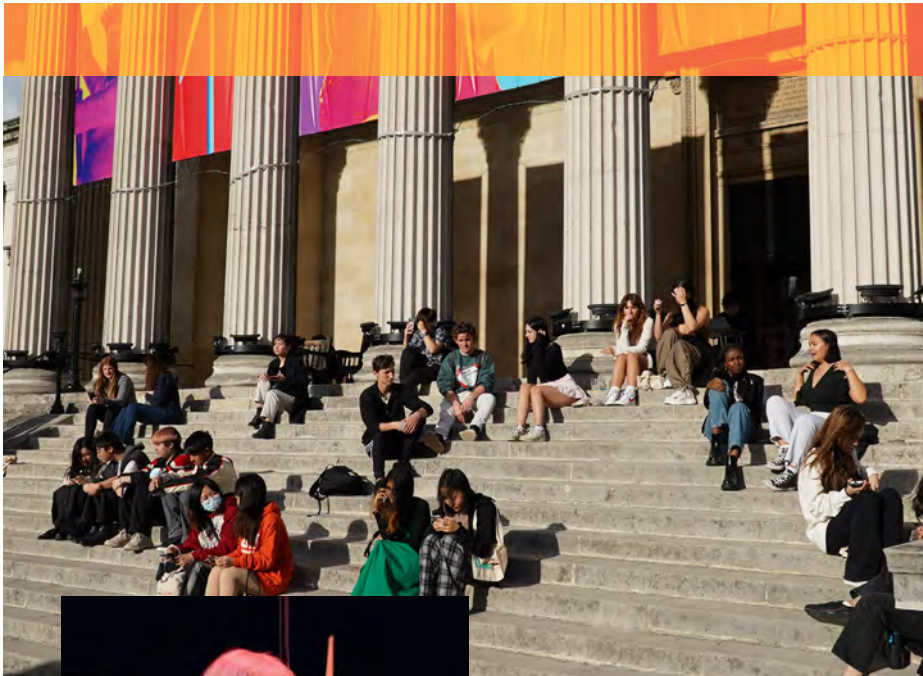
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

## 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.
- Five 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: **International Programme Manager**

Reports to: **Head of Intercultural Engagement**

Grade: **7**

## Purpose of the Job

This is an exciting time to join the Intercultural Engagement Team at Students' Union UCL. We are expanding our team in the light of UCL's new Student Life Strategy, which sets out our vision to create a truly global experience for all students at UCL. In harnessing the diversity of our student body, building links around the world, and creating international mobility opportunities, our ambition is to ensure that every UCL student is internationally aware, culturally inquisitive and a true global citizen ready to change the world for the better.

The International Programme Manager will work closely with the Head of Intercultural Engagement to manage the delivery of one the major strands of the Intercultural Engagement programme. They will:

- Oversee the cultural celebrations programme, including expanding and developing the Students' Union's annual flagship International Festival.
- Lead on the development and delivery of a new UK visits programme, enabling UCL's global student community to explore the UK and make cross-cultural friendships.
- Lead on the development of a new programme of international volunteering opportunities, increasing the co-curricular international mobility opportunities for students.
- Work with the Head of Intercultural Engagement to create new and develop existing relationships with overseas partners, creating opportunities for students to gain life changing experiences through co-curricular activities, whilst developing new skills as well as their intercultural awareness and understanding.

Working collaboratively with other departments and a wide range of stakeholders, the International Programme Manager will be central to driving forward an exciting programme of activity that fosters personal growth, connection, and community through extraordinary intercultural experiences.

## Programme development and delivery

- Lead the development and delivery of our cultural events programme, expanding the capacity of the Students' Union to increase the number of major cultural celebration events we mark annually, and by doing so enabling the wider UCL student community to gain exposure to a range of different cultures.

*Continued overleaf*

- Working collaboratively across UCL and the Students' Union, curate and deliver the Students' Union's annual flagship International Festival, providing opportunities for students to try new things, gain new cultural experiences, learn new skills and gain exposure to the range of international opportunities available at UCL.
- Lead and develop a new programme of UK visits, targeted at UCL's international student community, enabling our global student community to explore the UK and to create new intercultural connections.
- Recruit, train and manage student casual staff and volunteers as required to meet the needs of the team, ensuring that they are briefed and supported effectively during their work on Union projects and are paid in a timely manner.
- Manage project budgets and forecasts, handling all project related income and expenditure.
- Work collaboratively across departments to develop effective evaluation models that demonstrate the impact of the international programme of events, visits and activities aligned to UCL Student Life Strategy objectives.

### **Stakeholder engagement**

- Working across the Student Experience Directorate, support colleagues to develop and deliver projects as part of the Cities Partnership Programme, enabling club and society members and volunteer groups to meet student leaders from around the world, have new cultural experiences, and to develop their intercultural competency skills through co-curricular activity.
- In line with the Union's student-led approach, work collaboratively with the Sabbatical Officers and other student leaders to support the delivery of projects within the international programme, in line with their objectives and the Student Life Strategy.
- Work collaboratively across the Students' Union and UCL to develop and deliver projects, ensuring buy in from different teams to enhance the Union's international programme of visits and events.

### **Partnership development**

- Work with the Head of Intercultural Engagement to develop new and nurture pre-existing international partnerships, enabling Students' Union UCL to gain insight into best practice globally, and to identify opportunities for collaboration and exchange with universities and students' unions internationally that have mutual benefit for both student communities, including virtual and in-person student exchanges, performances and hackathons.
- Working with the Head of Volunteering, lead on the development of a new programme of international volunteering opportunities, including developing a robust framework for international volunteering from concept to evaluation.
- Support with inbound and outbound delegations, ensuring that relevant members of the Senior Management Team and Sabbatical Officers are briefed, and that the Union is able to maximise opportunities arising from these visits.

### **Other**

- Attend staff meetings and training as required.
- Deputise for Head of Intercultural Engagement as required and represent the Intercultural Engagement

department at meetings and events.

- Willingness and ability to travel within the UK and internationally in line with responsibilities of the role.
- Work within the Union's financial procedures and departmental budgets.
- Liaise with Union departments to resolve queries and build productive working relationships.
- Maintain an awareness and observation of Fire and Health & Safety Regulations.
- Actively follow and promote UCL's equal opportunity policy.
- Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the Head of Intercultural Engagement.

*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
<b>Qualifications</b>				
Higher education to degree level or equivalent qualification.	X			X
Project Management qualification or demonstratable comparable experience.	X			X
<b>Experience</b>				
Experience of running successful projects in different countries and/or across cultural boundaries.	X			X
Experience of developing and delivering cultural events and/or festivals.		X		X
Experience of working across teams and managing multiple stakeholder projects.	X		X	
Experience of managing staff or volunteers.		X		X
Experience of creating new and managing partnerships with a diverse range of stakeholders.		X	X	
Experience of managing budgets, ensuring that projects are delivered within agreed expenditure.	X			X
<b>Knowledge</b>				
Knowledge of the UK Higher Education Sector.		X		X
Knowledge, understanding and appreciation of different cultures and faiths.	X		X	
<b>Skills</b>				
Ability to operate in a complex, multi-stakeholder environment and maintain excellent working relationships with colleagues and stakeholders.	X		X	
Strong collaborative skills, with the ability to lead cross-departmental projects.	X		X	

Continued overleaf



## Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
Excellent written and oral skills, including ability to present to a variety of audiences.	X		X	
Highly organized with the ability to manage competing priorities and a challenging workload.	X		X	
Ability to work autonomously.	X			X
<b>Values, attitudes and personal style</b>				
Flexibility and an adaptable approach to work.	X			
A passion for intercultural competence and understanding of its role within society.	X			
A leader on equality of opportunity who values diversity and removes barriers to equality.	X			
Commitment to working in a democratic and student-led organization.	X			
Commitment to sustainability and reducing environmental impact.	X			
Commitment to high standards of customer care.	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](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 £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](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:  
Talia Bijwe-Alexander, Head of Intercultural Engagement, at [t.bijwe-alexander@ucl.ac.uk](mailto:t.bijwe-alexander@ucl.ac.uk).





