



Job Pack

IT & Digital

Manager

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for the role of IT & Digital 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.
- Secured 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 2024](#).

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

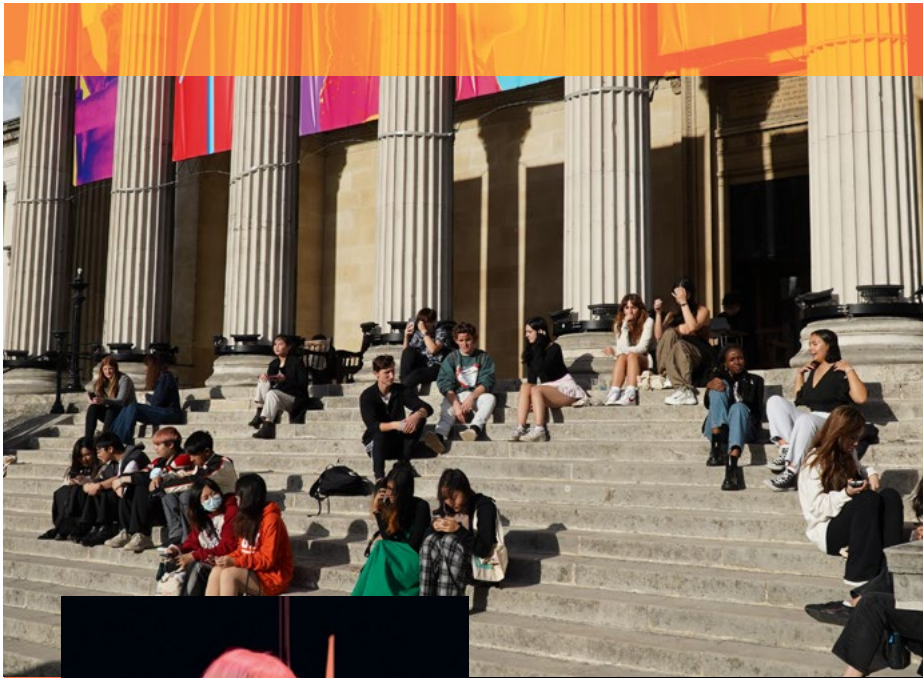
Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping 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: **IT & Digital Manager**

Reports to: **Head of IT & Digital**

Grade: **8**

About the IT & Digital team

The IT & Digital team plays a pivotal role at Students' Union UCL in fulfilling the organisation's technology and digital needs. Comprised of IT support staff and web developers, the team delivers key services across general IT support, the development and operation of the Union's website/membership management system, and maintaining robust cyber security and data protection practices.

Our mission is to ensure that the Union can make more happen for our members and staff by delivering useful tools, efficient processes, and a great user experience.

The role in context

The Union is growing rapidly to support UCL's Student Life Strategy, both in terms of the breadth of its activities and the volume of its work. The IT & Digital team is key to supporting this growth, and are now halfway through our three year IT & Digital Strategy to ensure the Union is equipped and supported to fulfil its ambitious goals. This is a new role that will help lead the team to do more at a higher level of quality and user satisfaction.

Purpose of the job

The IT & Digital Manager is responsible for ensuring the effective operational delivery and continuous improvement of IT and digital services at Students' Union UCL. The role holder will take a hands-on approach in leading daily operations and solving technical challenges, while taking strategic leadership over key services and their continuous improvement.

The role is responsible for the management of the IT & Digital team, supervising and supporting their day-to-day work and professional development. Reporting to the Head of IT & Digital, the role will work with them and stakeholders across the organisation to collaboratively design, plan and implement innovative solutions that enhance operational efficiency and elevate user experience. They will ensure high levels of quality and customer satisfaction, enabling the Union to deliver more for our members through secure, stable and effective IT and digital tools.

Notes for applicants

Even if you don't have an exact match to the skills and experience listed, we encourage you to apply if you believe your unique experience and skills could add value to the role.

Duties and Responsibilities

Operational IT management

- Line manage, lead and develop the IT & Digital team, including support staff and web developers, to deliver high-quality IT support and digital solutions.
- Lead and improve our culture of excellent customer service, ensuring timely resolution of technical issues and clear communication.
- Oversee and administrate the procurement, maintenance and operation of IT infrastructure, including hardware, audio visual equipment, and software.
- Take ownership of IT management tools such as our asset and software/service registers, ensuring our tools and technologies are fit for purpose and used effectively.
- Lead our relationship with UCL's Information Services Department to effectively collaborate on our shared IT infrastructure and support processes.

Product and process ownership

- Manage the development and operation of core systems, including the website/membership management system (Drupal), intranet (SharePoint), and CRM (Dynamics 365).
- Become a subject matter expert in our services to support staff and the IT & Digital team in resolving queries and identifying opportunities for improvement.
- Oversee critical processes such as data protection, business continuity and disaster recovery, and cybersecurity, ensuring robust practices are in place to reduce and mitigate risk, and we are compliant with key regulations and standards.
- Communicate IT updates and system changes clearly, helping users understand issues and work around any disruptions.

Project delivery

- Lead the delivery of key IT and web projects, ensuring they meet time, budget, and quality expectations.
- Work with our stakeholders to undertake business analysis and requirements gathering to design workable solutions and deliverable projects.
- Lead our team and external resources to deliver quality outcomes, validated and tested against our users' needs.
- Oversee and refine our project management methodologies, including agile for our website feature management and tailored approaches for different IT projects.
- Act as a key point of contact for project-related queries, working with the Head of IT & Digital for overall planning and escalation.

Continuous improvement

- Drive innovation by proactively identifying and implementing improvements in IT and digital processes across the Union and within the IT & Digital team.
- Lead the quality assurance of our team's work to support that continuous improvement and minimise risk.
- Manage and improve our documentation, training materials, and user guidance to support staff and stakeholders.
- Foster a culture of continuous learning and skills development within the team and wider Union staff.

Continued overleaf

Strategic leadership

- Act as deputy for the Head of IT & Digital as required, representing the team in meetings and decision-making.
- Support strategic planning for IT and digital services, including budgeting and resource management, maintaining our roadmap and ensuring alignment with organisational goals.
- Provide expert advice on technology trends and proactively identify opportunities for digital transformation.

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				
A relevant degree in IT, Computer Science, business systems management, or a related field		X		X
Professional certifications in IT, e.g. project management, cybersecurity, ITIL, etc.		X		X
Experience				
Significant proven experience managing IT support operations teams in complex organisations	X		X	X
Significant proven experience in effectively managing project delivery teams, e.g. web development or other technical implementation	X		X	X
Proven track record of successfully leading the delivery of IT and digital projects on time and within resource/budget	X		X	X
Experience with agile methodologies in software or web development		X	X	
Experience in higher education, not for profit, service delivery or membership organisations		X		X
Knowledge				
Strong understanding of IT technologies and infrastructure, including hardware and software	X		X	X
Knowledge of cybersecurity principles and data protection regulations	X		X	
Familiarity with web development and content management systems		X		X
Skills				
Excellent leadership and people management skills	X		X	
Strong analytical and problem-solving abilities	X		X	X
Ability to communicate technical concepts to non-technical audiences	X		X	
Proactive approach to identifying and solving problems	X		X	X

Continued overleaf

Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
Skills cont.				
Expertise in project management tools and techniques	X			X
Ability to prioritize and manage multiple tasks in a fast-paced, complex environment		X	X	
Values, attitudes and personal style				
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 £52,762 - £62,035 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:
Max Keeble, Head of IT & Digital, at m.keeble@ucl.ac.uk.



INVESTORS IN PEOPLE™
We invest in people Silver

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