



**Job Pack**

# Head of Intercultural Engagement Maternity Cover

# Chief Executive's Introduction

**Dear applicant,**

I am delighted that you are interested in applying for the role of Head of Intercultural Engagement Maternity Cover (12 Months Fixed Term) 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.

# Student Life Strategy

We're working hard towards our ambition of being one of the best students' unions in the UK and the world. In 2023 we received a multi-million-pound investment to enhance student life at UCL. The financial backing from our parent university is recognition of the transformative effect that extra and co-curricular experiences have on students at UCL – helping them develop skills, build networks, reduce loneliness and isolation, grow in confidence, and enjoy their time here.

The investment enabled us to launch a new strategy for Student Life, kickstarting the largest ever expansion of co and extra-curricular activity at UCL.

Over the coming years we will significantly expand our model of student engagement, empowering thousands more student leaders to deliver exceptional experiences for their peers. Our work will raise the bar for student experience in sport, arts, volunteering, departmental engagement, intercultural engagement and events, ensuring students can truly make the most out of their time at UCL.

The Student Life strategy aims to complement and enhance students' academic work, helping them develop networks and relationships outside their formal educational setting, broaden their horizons, grow in confidence, and equip themselves with new skills.

## **The new five-year Student Life Strategy aims to transform six priority areas:**

- Sport and physical activity
- Performing and creative arts
- Community volunteering
- Intercultural engagement
- Departmental societies
- Vibrant events in the heart of London

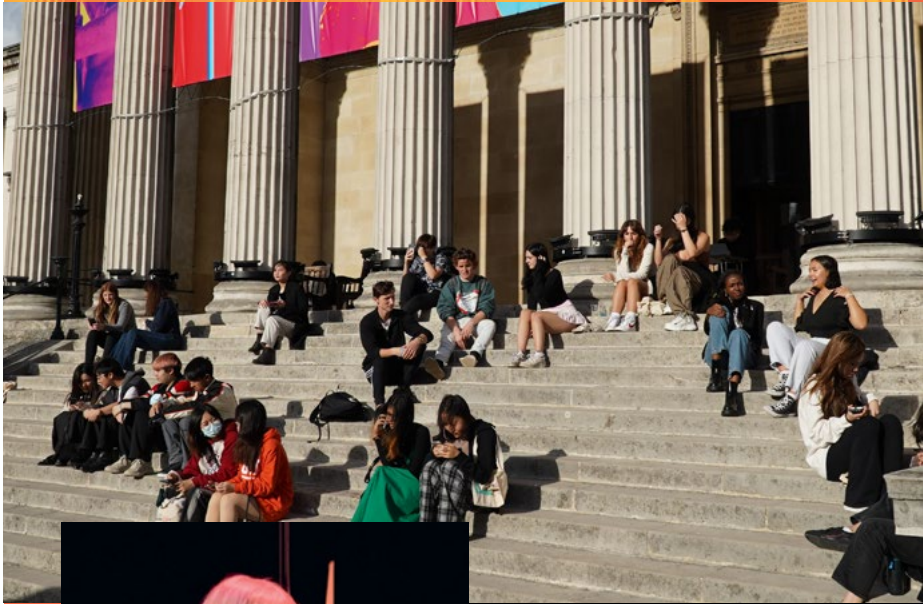
This role will lead the delivery of the **Intercultural Engagement** theme.

## **Intercultural Engagement**

Creating a truly global experience for all students at UCL, harnessing the diversity of our student body, building links across the world, and creating opportunities for international volunteering which ensure every UCL student is internationally aware, culturally inquisitive, and a true global citizen ready to change the world for the better.

Read more at [studentsunionucl.org/student-life](https://studentsunionucl.org/student-life)





# Job Description

Job Title: **Head of Intercultural Engagement Maternity Cover (12 Months Fixed Term)**

Reports to: **Director of Student Experience**

Grade: **8**

Hours: **36.5 hours**

## Purpose of the Job

As the Head of Intercultural Engagement, you will be responsible for leading the Intercultural Engagement strand of UCL's Student Life Strategy. By building relationships across UCL harnessing the rich diversity of UCL's student community and creating new and investing in existing relationships with international partners, you will work to increase the number and range of opportunities for students to gain intercultural exposure on and off campus, as well as managing a new team to support the expansion of our global engagement work. This will ensure that every UCL student is internationally aware, culturally inquisitive, and a true global citizen ready to change the world for the better.

In addition to this, you will lead the Union's work on Freedom of Speech, supporting teams to deliver over 1500 external speaker events every year and leading the development of a new project aimed at enabling students to disagree well at a global university as we tackle challenging issues in an uncertain world.

## Duties and Responsibilities

### Intercultural Engagement

- Provide Union-wide leadership on issues relating to intercultural and international engagement.
- Develop and deliver the Intercultural Engagement strand of UCL's Student Life Strategy.
- Develop and maintain high level relationships with internal and external partners, including universities, not for-profit organisations, and businesses, to create international arts, volunteering and sports opportunities and promote intercultural engagement across the wider student community.
- Lead the development of a high quality international volunteering programme, enabling increased international mobility for UCL students.

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- Lead the development and expansion of a range of programmes that build community, celebrate cultural diversity and enable all UCL students to develop intercultural competence whilst at UCL.
- Lead the Union's work to develop meaningful partnerships with other student representative organisations, educational institutions and charities across the globe, sharing best practice across borders.
- Take responsibility for ensuring the appropriate structures, systems and support are in place to enable cultural and faith-based societies to thrive.
- Create and deliver training and development opportunities for staff, officers and volunteers to increase cultural competency and awareness.
- Collaborate with the university's Global Engagement Office to seek out, develop and promote international opportunities.
- Monitor and evaluate the effectiveness of the programme and provide regular reports to the senior leadership team.

### **Freedom of Speech**

- To lead organisation- wide work related to Freedom of Speech policy, producing reports, recommendations and providing insight to senior managers and Trustees to shape policy and process.
- To lead the development and enactment of the Union's External Speakers Approvals Process, supporting student groups in running challenging external speaker-led events within the regulatory framework.
- Take responsibility for navigating politically charged, challenging or controversial events considering the legal framework and the need to protect the reputation of the Union as an independent charity.
- To lead the development of the Impartial Chairs programme; the Union's sector-leading skills development programme aimed at supporting students to develop the ability to disagree well when dealing with contentious topics.

### **Management and Leadership**

- To ensure that all policy and procedures align with best practice and relevant legislation, and with those of Students' Union UCL and UCL.
- Maintain strong stakeholder relationships with key stakeholders across the UCL, international partners and potential donors.
- To be responsible for producing the annual Intercultural Engagement budget and to report, in a timely fashion, any significant variances to budget.
- To lead on strategic planning for the department as part of the Union's wider strategic planning cycle, ensuring that the direction of the department is shaped by all stakeholders and by robust data analysis.
- To build and provide leadership to the Intercultural Engagement Team shaping its strategic direction whilst inspiring the team to deliver an excellent and cohesive student-facing service.
- To ensure the team's work is aligned to, and actively engaged with all teams across the student experience directorate.
- To play an active role within Union's Management Team, and other cross-departmental teams as required.
- To provide regular briefing and support to the Students' Union UCL's elected officers, to ensure they are informed about and engaged with the Unions intercultural engagement work.

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- To provide guidance and support to direct reports to ensure staff are empowered to successfully manage their areas and deliver departmental objectives.
- To undertake regular appraisals of direct reports in line with UCL policy and to identify individual training and development needs.

### **General Duties**

- To actively follow and promote UCL and the Students' Union's Equal Opportunities and Diversity policies and strategy.
- To ensure compliance with all UCL and the Students' Union's health and safety policies and legislation.
- To commit to reducing the Union's environmental impact and promote environmental and ethical good practice in line with the Union policy and Sustainability Strategy.
- To carry out any other duties commensurate with the grade and purpose of the post as requested by the post's line manager.
- Keep up to date with developments in intercultural engagement, freedom of speech, and related areas, and use this knowledge to inform your work.

*The post holder is expected to be flexible in their hours of work as the position, from time to time, entails attendance during evenings and weekends.*

*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*

If you are passionate about creating a truly global experience for UCL students and have the skills and experience required for this role, we encourage you to apply. We offer a competitive salary package and a dynamic and inclusive work environment.



# Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Qualifications</b>				
A Bachelor's degree or comparable experience	X			X
A Degree in international relations, languages, or another related discipline		X		X
<b>Experience</b>				
Extensive experience of building and managing partnerships with a diverse range of stakeholders	X		X	X
Experience in developing and maintaining successful international partnerships	X		X	X
Experience of leading, managing and supporting staff in a variety of settings	X			X
Demonstrable experience in developing and delivering high profile cultural celebrations	X		X	X
At least five years' experience working in a similar Global Engagement/Intercultural Engagement leadership role	X			X
Experience in developing and delivering training programs related to intercultural competence and understanding	X		X	X
Experience of seeking and securing resources to aid the development of a team or project	X		X	X
Proven experience of developing and implementing intercultural engagement strategies in a complex organisation	X		X	X
Experience of working with and managing international volunteering		X	X	X
Substantial experience running successful programs in different countries and across international boundaries	X		X	X
<b>Knowledge</b>				
Awareness of data protection legislation and best practice	X		X	X
Knowledge of the UK higher education sector	X		X	X
Detailed knowledge of the legal framework surrounding Freedom of Speech in the UK	X		X	X

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## Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Knowledge cont.</b>				
High level knowledge and detailed understanding of contemporary international conflicts, challenges and culturally significant global events	X		X	X
Knowledge of current issues and trends in international engagement	X			X
A track record of reputational risk management	X		X	X
Knowledge of safeguarding legislation and requirements for charities		X	X	X
<b>Skills</b>				
Excellent budgeting and financial management skills	X		X	X
Strong leadership and management skills with an ability to inspire and motivate colleagues			X	X
Excellent verbal and written communication skills, with the ability to write clearly for a range of audiences and contexts	X		X	X
High levels of intercultural competence and awareness	X		X	X
Highly organised with the ability to manage competing priorities and meet tight deadlines.	X			X
Politically astute, able to navigate complex and challenging topics and events in a culturally sensitive manner, building alignment with different parties	X		X	X
Excellent administrative abilities, including proficiency with typical office software packages	X			X
<b>Values, attitudes and personal style</b>				
A passion for intercultural competence and understanding of its role within society	X		X	X
A flexible and creative approach	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
Commitment to sustainability and reducing Environmental impact	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](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 £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](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:  
Carl Salton-Brooks, Head of Student Experience, at [c.salton-cox@ucl.ac.uk](mailto:c.salton-cox@ucl.ac.uk)







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