



Job Pack

Activities

Administration

Coordinator

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for the role of Activities Administration Coordinator 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

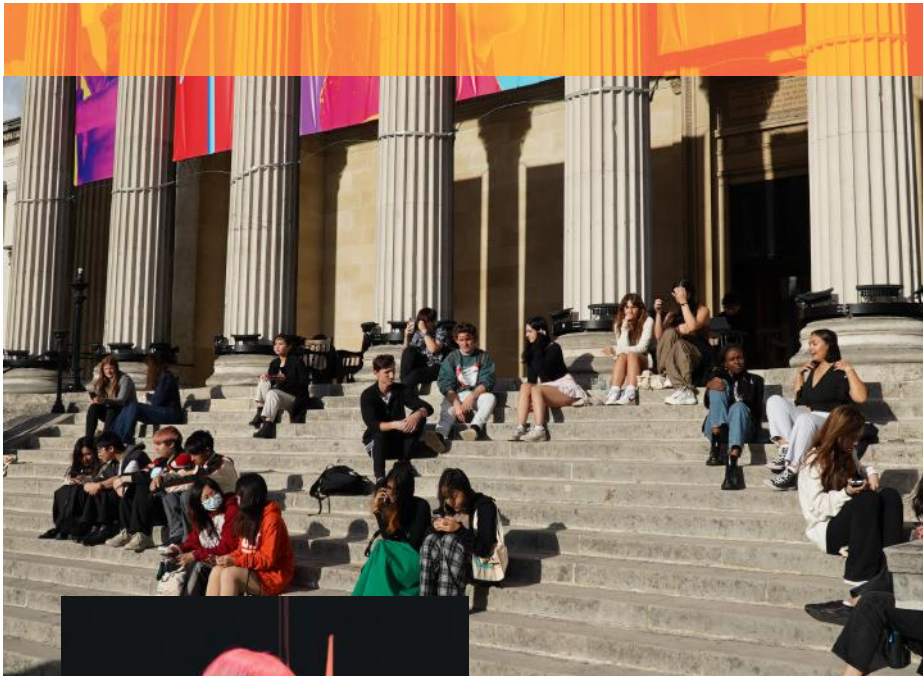
Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping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

Reports to: **Activities Administration Manager**

Grade: **6**

Purpose of the Job

The Activities Administration Coordinator is a vital role within the Student Activities team. The role will provide accurate, consistent and innovative support to the Activities team and the 400+ clubs and societies, committees and volunteers the team supports. The role will put students' experience at the forefront of everything we do, focusing on providing excellent management of stakeholder relationships and administrative skills. Delivering exceptional support that is efficient, effective and empowering, is a vital enabler of our Student Life Strategy, and this role will play a crucial role in continuing to deliver best possible support for our student groups as our extra-curricular programme continues to grow.

Duties and Responsibilities

Administration

- Lead on administering applications for new club and society affiliations.
- Support with other democratic processes (Annual General Meetings and online elections) - offering guidance and support to student groups to ensure Union policies are being followed accurately.
- Support the Activities Programme team with key projects including elections, registration and financial administration as directed by the Activities Administration Manager.
- Support student leaders to submit relevant forms for key activities.
- Process a high volume of form submissions from club and society officers in a timely manner, offering advice and support on our processes as required.
- Use Activities department databases in line with data protection best practice.
- Support with operations, housekeeping and maintenance for Student Activities spaces, as directed.
- Where needed, ensure casual staff complete relevant tasks to a high standard, as directed by the Activities Administration Manager.
- Support with the continual review of procedures and front facing services, identifying opportunities to improve and implement processes to ensure a high-quality service.
- Produce statistics, analysis, data and information for departmental and organisational reporting.

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Membership

- Coordinate and oversee visiting and associate membership programme, to engage students from partner organisations with the Activities Department.
- Supporting individuals with visiting and associate membership applications.
- Coordinate with partner organisations to promote visiting and associate memberships, maintaining stakeholder relationships.
- Work with student leaders to increase engagement and uptake with societies.
- Work with student leaders to ensure students engaging with the Activities Department have purchased relevant memberships.

Finance

- Administer applications for the Friends' Trust grant, leading on administration of the Union decision panel.
- Support with applications for grant funding, including the Friends' Trust. Helping students to write applications, encouraging applications and reporting on spent funds.
- Provide administrative support for club and society financial procedures:
 - Review and create ticket and product requests.
 - Review and process Payment Request Forms.
 - Review, triage and process Activity Registration Forms.
 - Provide support with BACS checks as needed.
 - Provide support to the Finance Panel as needed.
 - Provide support for other financial processes as needed, e.g. Sales Invoice Requests.
- Support student leaders to understand and plan effective budgets for their activities over the year, and one-off events.
- Support student leaders to apply for sponsorship and maintain relationships with sponsors.

Communication

- Ensure excellent customer service for our users, providing support over email, in-person and over Teams as needed.
- Respond to enquiries in a friendly, effective and efficient manner, acting as a key point of contact for society enquiries.
- Ensure you are well equipped to answer a variety of queries and provide up to date information about the department and Union as whole.
- Regularly communicate important information clearly to club and society leaders as directed by the Activities Administration Manager.
- Support with writing high quality content and copy, keeping our webpages, social media pages and online resources up to date.
- Support with the creation of high-quality content and copy for club and society training, working with the team to help upskill student volunteers.
- Liaise with Marketing Department to ensure consistent branding and marketing, implementing relevant marketing plans.

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Other

- Support with the delivery of key departmental events and projects such as Welcome Fair, Awards and Colours and more as required.
- The role will require the post holder to work a variety of hours, including regular evening and irregular weekend shifts as directed by the Activities Administration Manager.
- Liaise with colleagues and departments across the Union and UCL to resolve queries and build productive working relationships.
- Maintain an awareness and observation of Fire and Health & Safety Regulations.
- Actively comply 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 Activities Administration Manager.
- To take responsibility for own personal development, seeking out opportunities to attend relevant training, conferences and events which will add value to the role and organisation.

This job description reflects the present requirements of the post and as duties and responsibilities change/develop the job description will be reviewed and be subject to amendments in consultation with the Activities Administration Manager.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Undergraduate degree or relevant experience	X		X	X
Experience				
Ability to manage conflicting priorities and busy workload, including unscheduled tasks	X		X	X
Experience of building and maintaining stakeholder relationships	X		X	X
Experience of budgeting and writing funding/ sponsorship applications		X	X	X
Experience of working in a membership led organisation		X	X	X
Experience of Higher Education		X	X	X
Skills				
Excellent administrative skills and high level of attention to detail	X		X	X
Excellent interpersonal skills and the ability to work with a diverse range of people	X		X	X
Proficiency with Microsoft Word, Excel, Outlook, databases and web content management systems	X		X	X
A pro-active and innovative approach to problem solving	X		X	X
Ability to work with databases and large volumes of data	X		X	X
Excellent written and verbal communication skills with an ability to adapt communication styles for various purposes and audiences, such as writing copy or delivering training	X		X	X
Use initiative to effectively manage competing demands and high volume of enquiries while maintaining high standards	X		X	X
Ability to review and adapt procedures based on feedback		X	X	X

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Person Specification CONT.

Knowledge

Knowledge and understanding of student activities programmes including clubs, societies and volunteering	X		X	X
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Knowledge or experience of university events; general arts and cultural events; and university or club sport		X	X	X
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Values, attitudes and personal style

Someone who is friendly, approachable and professional	X		X	X
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Understanding of and commitment to the principles of equality, diversity and inclusion	X		X	X
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Commitment to working in a democratic and student led environment	X		X	X
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Commitment to high standards of customer care	X		X	X
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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 £35,630 - £41,005 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:
Rupinder Sandal, Head of Societies and Projects, at r.sandal@ucl.ac.uk.



INVESTORS IN PEOPLE
We invest in people Silver

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