

A man and a woman are performing on stage. The man is wearing a blue shirt and has his hands raised. The woman is wearing a blue and gold sari and also has her hands raised. They are both looking towards the camera with slight smiles. The background is dark, and the lighting is focused on them.

Job Pack

Activities

Administration

Manager

Chief Executive's Introduction

Dear applicant,

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

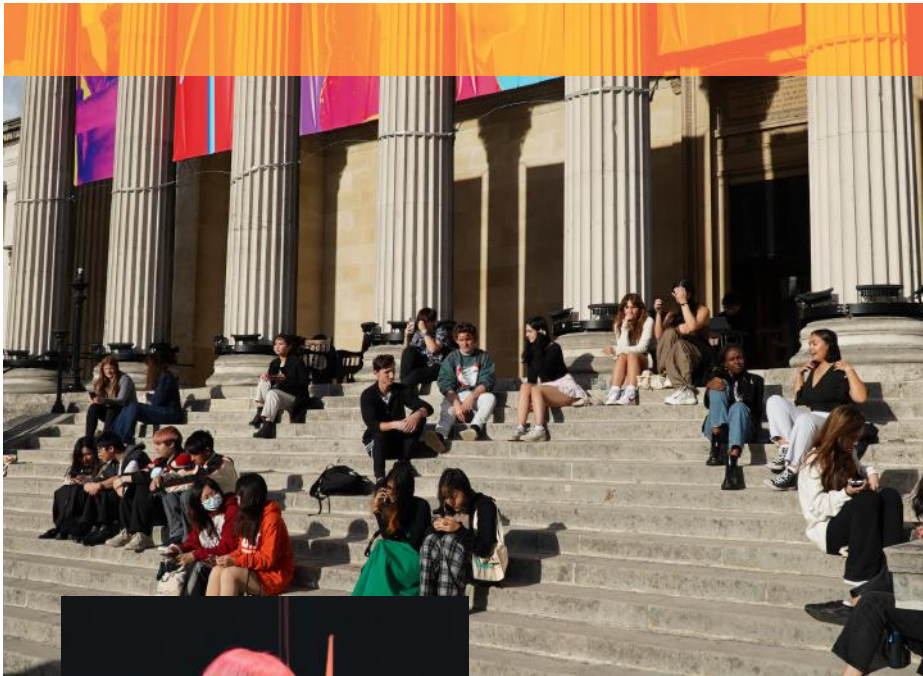
Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping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

Reports to: **Head of Societies and Projects**

Grade: **7**

Purpose of the Job

The student activities department exists to enhance the extra and co-curricular experience of students at UCL through the delivery of a sector leading programme of society activity. The team maintains robust support systems, providing training and development opportunities that empower groups to run a diverse range of activities, events, and initiatives for the benefit of the wider UCL community.

The Activities Administration Manager manages the core functions of the activities team; ensuring the services required for all affiliated groups to function successfully are delivered consistently to a high standard. This includes the management of elections, democracy, training, rules, regulations, processes, systems, and financial administration. You'll be responsible for making sure we meet the core needs of our ever-expanding student population and that the highest standards of customer service are maintained. Your job will be to work collaboratively across the Student Experience directorate to make running activities as easy as possible for our student volunteers, removing barriers wherever you find them. Delivering exceptional core support across the directorate that is efficient, effective and empowering, is a vital enabler of our Student Life Strategy – the Activities Administration Manager will play a crucial role in continuing to build the best possible foundations for our expanding extra-curricular programme to flourish.

Duties and Responsibilities

Administrative Support

- Ensure student group leaders are appropriately and consistently supported to perform their roles.
- To work with colleagues across teams to support the affiliation, registration, and handover process for club/society committees.
- To ensure all front facing services are professionally run, ambitious, innovative, inclusive, and consistently delivered.
- To ensure core processes, procedures and systems are continually reviewed and align with best practice and relevant legislation.
- To oversee the core training programme for club and society student leaders, leading the development of accessible resources designed to improve the overall experience of students.

Continued overleaf

- To oversee club/society financial processes through the line management of the Activities Finance Coordinator.
- To oversee administrative processes and the reception service through the line management of the Activities Administration Coordinator.
- To support the development of an annual budget for the activities team and to report, in a timely fashion, any significant variances to budget.
- To work to ensure the activities programme is inclusive and innovative, removing barriers to participation for all UCL students.
- To help manage student activity spaces across the Union, ensuring space is utilised appropriately and efficiently to meet student demands.

Democracy and Governance

- To lead on delivering robust democratic processes for clubs and societies, ensuring elections rules, guidance and structures are in place to instil a fair, transparent and vibrant democratic culture.
- Uphold the Club and Society Regulations, regularly reviewing, and suggesting improvements to keep them fit for purpose.
- To deal with a variety of complex queries and complaints in line with agreed procedures.
- To work to support the Activities Zone, developing positive working relationships with elected student representatives.

Staff and Relationship Management

- To ensure that we recruit great people and induct, train, manage and develop a high performing team.
- To line manage the Activities Administration Coordinators and Activities Finance Coordinator – providing coaching, training, support, and guidance to ensure operational objectives are met.
- To undertake regular appraisals of direct reports in line with UCL policy and to identify individual training and development needs.
- To work to maintain and develop excellent working relationships across the Union and with key UCL stakeholders such as room bookings, facilities, and estates teams.
- To deputise for the Head of Societies and Projects as required.

Reporting and Analysis

- To put in place a wide range of mechanisms for student leaders to feedback about our services and ensure that feedback is translated into appropriate action.
- Conduct regular stakeholder engagement exercises to garner feedback, ensure quality of service and inform new provisions.
- Produce statistics, analysis, data and information for departmental and organisational reporting.

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General Duties

- Support with the delivery of key departmental events and projects such as Welcome Fair, Awards and Colours and more as required.
- Respond to enquiries from students, UCL and Union colleagues and others in a friendly, effective and efficient manner.
- Actively follow and promote UCL Equal Opportunities and Diversity policies.
- Maintain an awareness and observation of organisational fire and health and safety regulations.
- Work within the Union's financial procedures and departmental budgets.
- 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.
- 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.
- To undertake any other duties commensurate with the grade, spirit, and purpose of the post, as requested.

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 Head of Societies and Projects.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Undergraduate degree or relevant experience	X		X	X
Experience				
Significant administrative experience or experience of working within a student activities programme	X		X	X
Experience of developing processes from an end user perspective	X		X	X
Experience of building and maintaining positive stakeholder relationships	X		X	X
Experience of working with databases or record management systems e.g., to support volunteer management / impact reporting	X		X	X
Understanding of health and safety, with experience of writing and reviewing risk assessments		X	X	X
Experience of managing budgets, and understanding of writing funding applications		X	X	X
Experience of developing high quality communications or marketing content		X	X	X
Skills				
Excellent written and verbal communication skills with the ability to adapt communication styles for various purposes and audiences, such as writing copy or delivering training	X		X	X
A pro-active and innovative approach to problem solving	X		X	X
Ability to use own initiative and effectively manage and prioritise competing demands and a busy workload to a high standard	X		X	X
Excellent administrative skills and high level of attention to detail	X		X	X
Proficiency with Microsoft Word, Excel, Outlook, databases and web content management systems	X		X	X
Ability to develop, implement and maintain high standards of operating procedures across a team	X		X	X
Ability to effectively manage a team - recognising the needs of others to ensure both team and personal objectives are met, and strong working relationships maintained	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
Knowledge and understanding of best practise in volunteer management	X		X	X
Understanding of governance and democratic structures within Students' Unions and clubs/societies		X	X	X

Values, attitudes and personal style

Friendly, approachable and professional	X		X	X
Understanding of and commitment to the principles of equality, diversity and inclusion	X		X	X
Commitment 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 £43,124 - £51,610 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.



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We invest in people Silver

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