

# Applicant Pack

May/June 2023

## **Welcome page:**

Welcome to The Students' Union at UWE, we're really pleased to see you!

Here at The Students' Union, we are committed to sustainability, putting students first and driving change through creative and fun working practices.

We provide an inclusive working environment and are looking for individuals who embody our values and behaviours to join our teams and drive success.

We provide diverse and advanced development opportunities and are committed to the wellbeing and welfare of our people.

*'The Students' Union at UWE is both a charitable and commercial organisation that's here to make a difference to our student community, ourselves and our stakeholders.'*

*Our people are passionate about our values, making a difference, inclusion and sustainability.*

*We are overseen by the Board of Trustees made up of five elected presidents, four external trustees and two student trustees.*

*The Board's role is to oversee the governance of the organisation, legal compliance, reputation management and to ensure we are meeting our strategic aims as defined by our student community, ourselves and our stakeholders.*

*As the Chief Executive Officer (CEO) I am tasked with the operational management of the organisation and lead a team of 10 managers across a range of commercial and membership services.*

*From engagement teams, support departments and commercial teams we have it all. We have over 90 permanent staff and on a regular year employ 250+ student staff on a casual basis'.*

**A note from our CEO – Tim Benford**

## Strategic Plan –

*‘You’ll have seen that there’s a number of roles currently being advertised by The Students’ Union here at UWE. It’s a very exciting time for us here at the organisation. We’ve recently aligned our structure to our new strategic plan and are looking to build real good foundations as we look forward to our objectives for the year 2026.*

*The roles range across a number of departments so please have a good look, see what we’re looking forward to doing, please apply and ask any questions to the recruiting manager.’*

*Our 2022—2026 strategy underpins our areas of focus for the next 5 years and includes:*

### *Phase Two*

**Our Vision** – We are a critical part of student’s lives. We empower our members to shape their university experience

**Our Mission** – To represent the voice of the full diversity of the student community, providing independent advice, advocacy, life changing activities and opportunities in order to positively impact the student experience at UWE

**Our Strategic Goals** – Sustainability

Welfare and Wellbeing

Representation

Inclusion and Diversity

### *Phase One*

**Our Capabilities** – Fit for purposes, processes and systems

Evolve great teams

Effective student leaders

**Foundation Projects** – Fit for purpose data systems

Excellent teams

Supporting Presidents to succeed

Communication

**Culture** – Our values and behaviours

## **Values & Behaviours:**

We are looking for staff who will embody the values and behaviours of our organisation to positively contribute to our community and to drive success.

### *Values*

- *We put students first*
- *We drive change*
- *We are inclusive and diverse*
- *We are committed to sustainability*

### *Behaviours*

- *Supportive*
- *Empowering*
- *Agile*
- *Accountable*
- *Creative and fun*

## **About us Page/ What we do:**

We have a variety of opportunities to join our organisation, ranging from student support services and engagement teams to support functions including HR and Finance.

We also have our commercial teams including our retail and hospitality outlets and our on campus Nursery!

- Although we are a charitable organisation (Registered charity no. 1143067) we also have a commercial limited company
- Turnover approx. £6.1 million
- 90+ permanent staff
- 250+ casual staff
- Operations across three locations: Frenchay, City (Bower Ashton) and Glenside campuses

## **‘Work With Us’**

We are The Students’ Union at UWE, a separate organisation to the University.

**Frenchay Campus** is the largest of UWE Bristol’s three campus locations, with over 3,000 students living here.

As a working environment Frenchay Campus is home to the main and purpose built Students’ Union building and facilities. Students’ Union staff can enjoy using our staff kitchen, open plan office spaces and our very own wellbeing room, we also have our very own shops, cafe and Nursery with staff discount available on café food.

**Bower Ashton** (City Campus), is based in the centre of Bristol, it’s home to UWE Bristol's creative and cultural subjects. With iconic, creative locations such as the Watershed, Arnolfini, Spike Island and Bower Ashton, students cannot help but be inspired by all that City Campus has to offer.

The Students' Union office, shop and cafe are all based at Bower Ashton Studios, just a short walk from the City Centre on the edge of the beautiful Ashton Court Estate.

**Glenside** is UWE Bristol’s healthcare campus. It is known for its sense of community, friendly atmosphere and beautiful grounds. There are bus services to the city centre and Frenchay Campus.

Our students range from midwives to radiographers, from physios to nurses and everything in between. The Students’ Union building is your one stop shop for everything from the shop and café to the office and other services.

The Students’ Union has a number of policies that support our wish to be sustainable, diverse and a truly ethical employer. From employee welfare to community, we have a number of policies that support these aims. Staff can also enjoy our cycle to work scheme, bike loan scheme, parking at a discounted rate and public transport links. We are proud of our menopause and menstrual policies and our volunteering options.

### **The Global Goals – For Sustainable Development**

1. No Poverty
2. No Hunger
3. Good Health
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Renewable Energy
8. Good Jobs and
9. Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace and Justice
17. Partnerships for the Goal

The Students' Union considers itself to be a transitional organisation, we support your development at every stage of your employment journey.

Our WISER (Walk In Somebody Else's Role) programme, UWE Development Centre, LinkedIn learning, HIPO (High POTentials programme) and in house training give you the opportunity to develop into future roles, whether it be with ourselves or another future employer.

- Average colleague retention of 5 and a half years
- 87% of our colleagues consider themselves to be highly engaged with our Aims/Goals.
- 89% of colleagues would recommend to a friend, 30% already have!
- Real living wage employer!

As an organisation we all contribute to key projects including the annual Welcome Programme (inc. Freshers Fair) during September and October each year and our student Elections occurring each March.

Food & Drink- we own a number of food and drink outlets at each campus site including our shops, bars, cafes and bakery! As a staff member you will receive 15% off in our Union 2 hot food. We are currently supporting staff with a number of Cost-of-Living initiatives including access to meals and basic groceries and sustainable period products.

## **Employee Wellbeing, Compensation & Benefits:**

We offer a HUGE range of employee benefits and development opportunities.

Our wellbeing spend on each colleague is 4 x the national average and our colleague surveys indicate that our colleagues truly appreciate the many events and initiatives that are arranged throughout the year as well as our employee assistance programme Healthshield.

- Annual Leave:  
*27 days + Bank Holidays + Closure Days (including Easter & Christmas) – that is over 40 days annual leave! \*pro rata for part time staff members*
- Staff Wellbeing Room
- Relaxed office environment & casual dress
- Death in Service Benefit
- Healthshield & EAP  
*Access to a 24/7 GP, 24/7 helpline, free counselling and health benefits including claiming back costs on dental, optical, and holistic treatments.*
- Enhanced Pension Contributions:  
*Matched up to 6%*

- Cycle to work & bike hire schemes
- REAL living wage employer
- Monthly Payday Events & Annual Wellbeing Calendar of Events:  
*Events including menopause webinars, pottery classes, cooking classes, cancer awareness talks, paddleboarding, self-care week, activity for mental health awareness week, staff share sessions: 'what Nigerian culture means to me', 'Being Neurodiverse, 'What Ramadan means to me' & much more!*
- Various working Groups & Committees  
*VOICE committee – contribute feedback directly to the CEO and be a VOICE for your department/ business area*

*EDI working group – contribute to driving change and positively improving our practice and policies*

*Wellbeing committee – contribute to the staff wellbeing initiatives and activities*

## **Recruitment Process**

Here at The Students' Union we follow a consistent and fair recruitment process which is fully transparent and designed to allow you to fully share your key skills and experiences with us.

We do not use identifiable criteria within our application and sifting process and you won't be put through a laborious recruitment process, we conduct a simple recruitment process.

We are also committed to timely updates and keeping you informed throughout the process.

You can email [surecruit@uwe.ac.uk](mailto:surecruit@uwe.ac.uk) with any recruitment questions that you might have.

Find out about what to expect at each stage of our recruitment process [here](#).

### **Application:**

*Complete & return Application & Equal Opportunities form to [surecruit@uwe.ac.uk](mailto:surecruit@uwe.ac.uk)*

### **Application Form:**

- *Used to sift all applications, we do not accept CV applications, so the information from your CV should be included on this form*
- *Please include ALL relevant skills and experience including your educational and employment history in the relevant areas of the form*

Please answer the final question 'Please explain why you are interested in this post and how your skills, knowledge, and experience are applicable' very carefully, this is our equivalent to

a cover letter and helps us understand why you'd make a great addition to our organisation!

**Equal Opportunities Form:**

- *Used to support our EDI reporting/ understanding*
- *We encourage open and transparent sharing within our organisation to best support your journey with us especially if we can support you with reasonable adjustments or make the process any more accessible to you*
- *Not used as part of the recruitment process (except for the 'Disability Confidential Scheme')*

**Sift:**

Within our commitment to equal opportunities, we sift applications without identifiable criteria to keep our process as fair as possible! We will conduct our sift in line with the Person Specification and Job Description for the position.

If successful following initial sift, you will be invited to a structured interview process, full details of where and when to be included within your invite to interview, please share with us if you'd like to discuss or request any reasonable adjustments at this moment in time.

If unsuccessful following our sift, you will be informed via email at this time.

We do not provide individual feedback at this stage of our recruitment process.

**Interview:**

Interviews will be with the hiring manager and panel of up to three staff members, this could include one of our friendly elected officers (also known as 'presidents').

You will be asked a set of structured interview questions and given the opportunity to answer all questions in full, we just want to get to know all about your skills and experiences relevant to the role, our panel will work to create a friendly environment for your interview.

You will have the opportunity to ask ANY questions that you might have.

We can also discuss reasonable adjustments at this time if you wish.

Timeframes and details of next steps will be provided to close the interview.

All of our interviews last approximately 40 minutes to one hour.

As a Students' Union our organisation doesn't have a dress code, so we would recommend 'smart casual' for your interview with us, however this will not be taken into consideration for your interview, and we encourage you to dress as you feel appropriate.

**Outcome/ Offer:**

Successful offers will be made via telephone (where possible) from the hiring manager following interviews.

If unsuccessful, you will receive an email containing interview feedback directly from the hiring manager.

All outcomes will be communicated within the agreed recruitment timeframes discussed during your interview.

## **Inclusion, Diversity & Reasonable Adjustments**

Here at The Students' Union we want our workforce to reflect the makeup of the community we serve.

Therefore, we welcome all applications irrespective of sex, ethnic origin, gender reassignment, religion, belief, sexual orientation, age and disability, marital status and pregnancy/ maternity.

### **Reasonable Adjustments –**

*'Reasonable adjustments are changes an employer makes to remove or reduce a disadvantage related to someone's medical condition, disability and/or Neurodiversity. In our case reasonable adjustments are wider reaching and will be considered on all ethical, inclusive and legislative needs.'*

Example of RA's during the recruitment stage

- *Repeating interview questions for clarity*
- *Support with more in-depth overview of process/ talk through stages of the recruitment process ahead of the interview taking place*
- *Breaks during the interview*
- *Using notes within the interview (fully accepted and encouraged for anyone during an interview)*

Reasonable adjustments are specific to an individual person and therefore the best way to feel supported by a reasonable adjustment is to be open and transparent about what you might need.

Some individuals might not need or want adjustments, although this might change over time.

'Reasonable', refers to whether the adjustment is practical, affordable and does not harm/ implicate the health and safety of others.

All reasonable adjustments would be discussed on an individual basis.

These may include:

- *making changes to the workplace environment such as a quiet working space*
- *changing someone's working arrangements (hours and breaks)*
- *finding a different way to do something (we are really open to discussing suggestions)*
- *providing equipment, services, or support (whether it be IT, systems or other equipment/ resources)*

Please speak to our friendly HR & Employment Coordinator to find out more or to discuss reasonable adjustments by emailing [surecruit@uwe.ac.uk](mailto:surecruit@uwe.ac.uk)

## **Sustainability**

The Students' Union is committed to creating positive sustainable change. Sustainability is core to everything we do at The Students' Union at UWE, and we always strive to embed the values of environmental and social justice into our activity and operations. We need to be bold and innovative to achieve these goals.

The climate emergency is a defining challenge of our time and a key priority for our students and the university. The past decade has been the hottest on record, and the climate crisis is causing floods, droughts, wildfires and crop failure, resulting in the forced migration of millions of people. If we don't act now, extreme weather events will worsen and entire countries will be underwater due to human-caused rising sea levels.

UWE students have told us that the climate crisis is an issue they care about deeply and that they want to see more urgent action.

As a student-led organisation, each year, our members elect a part-time Sustainability Officer who chairs our student Sustainability Committee. This group hold us, and the University to account on making sustainable changes. They also run their own campaigns to progress awareness, conversations and crucially, inspire action on a sustainability issue that students are passionate about.

The Students' Union' commitment to sustainability is reflected in our awards and achievements. We are audited annually by the National Union of Students on our sustainability performance. For the last seven years we have received the highest rating of 'excellent' and won the Highest Scoring Students' Union Award. We plan to keep winning awards and being sector leading, and we need the help and support of our staff to do just that.

Sustainability is part of all the roles at the SU, we thrive off collaboration, ideas sharing and supporting each other. You can make a difference and be part of a positive future through your daily actions, both in your role at The Students' Union, and at home. This will be explored further in your sustainability induction session.

Driven by our passionate students, The Students Union at UWE has achieved many sustainability wins. It's an ongoing journey where we are always striving to do better and do more now to help the planet and its communities.

**Let's get to work.**

***The Students' Union at UWE look forward to receiving your application and wish you the best of luck for the recruitment process.***

