



Senior Student Democracy & Insights Coordinator Application Pack



We are a registered charity named the University of the West of Scotland Students' Union
Charity Number SC049356

Student Officer Team's Welcome

We are delighted you are considering the role of **Senior Student Democracy & Insights Coordinator** at UWS Students' Union. This is an exciting time to join us as we embark on the biggest transformation of our democratic and student voice structures since our inception. This role will play a pivotal part in ensuring its success.

This role is perfect for you if:

1. You are passionate about amplifying the voice of students.
2. You love uncovering stories through data insights and using them to drive meaningful change.
3. You have the skills to support and nurture the potential of student leaders.



At UWS Students' Union, a core value is promoting **Equality and Diversity**. We are committed to advancing equality and breaking down barriers in everything we do. We encourage applications from individuals of all backgrounds, regardless of race, gender/gender identity, sexual orientation, religion, age, disability, or other characteristics. We are also happy to discuss any reasonable adjustments you may need during the recruitment process or in the role itself.

This pack contains all the information you'll need about the role, our Students' Union, and the benefits of working with us. We've also included guidance on completing the application form to give you the best chance of being shortlisted for an interview.

How to Apply

To apply for this post, please complete the **Application Form** and **Diversity Monitoring Form**, available in the job description on our website, and email them to recruitment@uwsunion.org.uk. Please note that we cannot accept CVs as part of the application process.

- **Closing Date:** Friday, 14th February 2025, at 10:00 AM
- **Interviews:** Thursday 27th February 2025

All applications and related documents will be treated confidentially. Unsuccessful applications will be securely destroyed six months after the closing date.

We look forward to receiving your application!

Warm regards,
The Student Officer Team
UWS Students' Union





About our award-winning students' union

We have been supporting and representing students since 1971. Of course, things have changed a lot over the years as the University of the West of Scotland has expanded and grown. We work across five campuses including Paisley (where our main union building is located), Ayr, Lanarkshire, Dumfries and London.

Our Values

Our staff and students agree to and work within the values of our union - they underpin our behaviour and approach to all that we do.

Welcoming

Always friendly and supportive, providing opportunities to meet new people, learn new skills and have fun.

Innovative

We are an ambitious union and are unafraid to try new ways of working to ensure students receive the best services and university experience.

Student Led

We are led by students, for students and ensure that student voices are at the heart of everything that we do.

Equality & Diversity

Advancing equality and breaking down barriers in all that we do.

A Winning Team



Students' Union of the Year

2019/20, 2021/22 & 2022/23

17,786

Students across 5 campuses

75%

Satisfaction rate with our Union

93%

Of Students felt better after contacting our Advice Service

1100

Annual Survey Responses



About the Role

At UWS Students' Union, our mission is simple yet impactful:

"To be the voice for students at UWS, effecting change and maximising the student experience by creating a sense of belonging and offering opportunities to improve students' lives."

To support this mission, we recently completed a comprehensive review of our **democratic and student voice structures**. This review aimed to:

- Ensure our democratic processes are **relevant, effective, and accountable** to students.
- Encourage and inspire greater participation in our elections, strengthening our mandate for change.

This role is pivotal in turning those ambitions into reality. In addition, we're focused on **enhancing our capacity to gather and analyse meaningful insights** about the student experience. Through impactful research and data-driven strategies, we aim to ensure students at UWS have the best possible experience.

While the full details of the role can be found in the job description, here's a summary of what you'll do as **Senior Student Democracy & Insights Coordinator**:

- **Deliver insights:** Collect and analyse data to produce regular briefings on the student experience for our elected officers, the Union, and the University, ensuring we are experts in understanding what students think and need.
- **Coordinate student voice forums:** Lead the coordination of new forums that empower students to share their experiences and influence decision-making.
- **Mentor student leaders:** Provide mentoring and support to our Student Officers, helping them develop their leadership skills and make evidence-based decisions.

This role is an opportunity to directly contribute to shaping the student experience at UWS, driving meaningful change, and ensuring the student voice is at the heart of everything we do.

What we offer

- 23 Days annual leave plus public holidays and 2 weeks holidays in Dec / Jan (pro rata)
- Flexible working opportunities
- Death in service benefit
- Commitment to supporting your Continuing Professional Development
- Good working environment, excellent colleagues with lots of opportunities to try new ways of working
- NUS Totum discount card & access to Perks at Work

Guidance on completing your application

At UWS Students' Union, we are committed to equality of opportunity. To ensure fairness, all identifying personal information is removed from applications before they are passed on to the shortlisting panel. This means that it's essential that your application focuses on your skills and experience, as well as the information you wish to share with us about why you're the right candidate for the role.



Completing Question 6: Meeting the Person Specification

Question 6 is the **most important part of your application**. This section asks you to outline your general experience in no more than **two A4 pages**, and it's your opportunity to demonstrate why you are the ideal candidate for this role.

- **Demonstrate how you meet the person specification:** Provide clear and detailed examples to show how you meet each of the **essential criteria** outlined in the person specification.
- **Use specific examples:** Avoid general statements—explain what you did, how you did it, and what the results were.
- **Include all relevant experience:** This can come from your current or previous employment, voluntary work, or any other activities that have helped you develop the skills and competencies required for the role.

Tips for a Successful Application

- Ensure your application is **clear, concise, and well-structured**.
- Avoid using **ALL CAPS**, as it can be difficult to read.
- Make your points stand out with clear headings or bullet points where appropriate.
- If you need to include additional pages, make sure to clearly mark them with the **job title** and the relevant **application form section** at the top.
- Send your application in a **Microsoft Word** document.

Please note: **CVs will not be accepted** as part of the application process.

References

References are usually requested for shortlisted candidates **prior to the interview**. If you would prefer that one or both of your references are not contacted at this stage, please indicate this clearly on the relevant page of your application. However, it is our policy to **only make an unconditional job offer after references have been taken up**.

Find Out More

For more information about UWS Students' Union, our mission, and the work we do to support students, please visit our website at www.uwsunion.org.uk.



What to expect from the interview...

If you are shortlisted for the interview, you will be invited to our Paisley campus to meet the interview panel. The panel will include an elected officer, a team leader or manager, and a head of service.

The interview will consist of three parts:

1. **Task:** You will complete an interview task designed to demonstrate the key skills required for the role.
2. **Q&A Session:** The panel will ask a series of questions to assess the competencies outlined in the person specification.
3. **Your Questions:** This is your opportunity to ask us any questions you may have about the role, the Union, or the organisation.

To help you prepare, the Union will provide the following to shortlisted candidates one week before the interview:

- Full details and materials for the interview task.
- A list of the questions that will be asked during the Q&A session.

We want to ensure you feel confident and prepared for the process, so don't hesitate to reach out if you need any further support or adjustments.

Good luck from all the team at UWS Students' Union!

Job Description - Senior Student Democracy & Insights Coordinator



Job Title:	Senior Student Democracy & Insights Coordinator
Department:	Student Union Support Services
Location:	Paisley, with travel to the other campuses as appropriate
Salary:	SU GRADE 5 – Starting Salary: £29,948 (pro rata: £23,960 for 28 hours)
Hours of Work:	28 hours per week, including occasional evening and weekend work.
Type of Contract	Permanent
Reports to:	Head of Student Union Support Services.

Purpose of Role

The Senior Student Democracy & Insights Coordinator will oversee significant changes to how our Students' Union represents our students and our ability to understand and respond to the needs of our diverse student population.

This role will spearhead the implementation of our new democratic and student voice structures, focusing on increasing engagement and the effectiveness of our representation systems. This role will directly support our Executive Officer team by providing them with insights into the student experience and assisting them in delivering their campaign objectives.

The post holder will undertake high-quality, influential, and impactful research that helps students have the best experience at the University and builds the Union's credibility as the trusted voice of students through evidence-based insight.

Key Responsibilities:

Democracy Review Implementation

- Lead the delivery of the Democracy Review recommendations, creating accessible and inclusive democratic structures that reflect the diversity of our student population.
- Support an increased number of Executive Officers and student forums, ensuring robust engagement mechanisms.
- Championing the involvement of liberation groups in Union leadership, encouraging their active participation in decision-making.
- Develop and monitor policy and action plans that address student needs and align with Union objectives.

Insights & Research

- Design and implement research initiatives to gather actionable insights into the student experience, focusing on improving outcomes for students and informing Union activities.

- Present findings to the Union, Executive Team, and the University, ensuring insights drive evidence-based decision-making and foster collaboration.
- Monitor trends in the Higher Education sector, identifying best practices and opportunities to enhance the Union's services and its partnership with the University.
- Provide regular briefings to the Executive Officers, Union staff and volunteers on any insights gained as required.
- Work with students to identify their key issues, using insights to shape policies, campaigns, and initiatives that benefit both students and the institution.

Officer Support

- Provide tailored mentoring, leadership development, and campaign planning support to the Executive Officers, particularly those new to leadership roles or from international backgrounds.
- Equip officers with the tools and knowledge to deliver their manifesto pledges and effectively engage with students.
- Develop and deliver training programs that empower officers to lead forums, represent students, and collaborate effectively with stakeholders.

Teamwork & Collaboration

- Contribute to the delivery of the Union's strategic goals with other colleagues.
- Build strong working relationships between Union teams, University staff, and the wider student body to deliver strategic goals and enhance the student experience.
- Foster a collaborative and inclusive environment that supports staff, officers, and volunteers in achieving shared objectives.

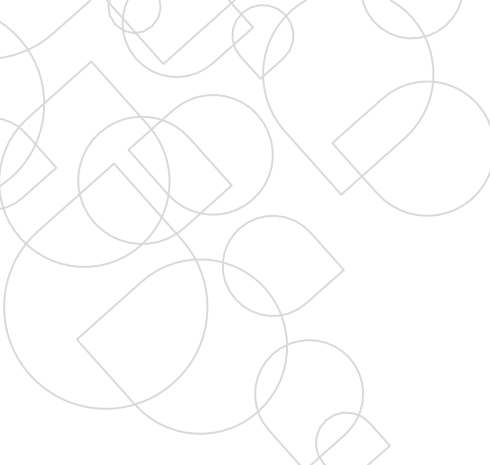
Other Responsibilities

- Ensure all work aligns with the Union's values of being welcoming, innovative, student-led, and committed to advancing equality and diversity.
- Contribute to Union-wide initiatives and events as needed, including occasional evening and weekend work.
- Perform other reasonable duties as directed to support the Union's mission and values.

Person Specification

Qualifications / Training / Continuous Professional Development	Essential or Desirable
1. Relevant Degree / HE or FE Qualification / Research Qualification	E
2. Demonstrates a commitment to professional development through training, conferences, or certifications relevant to the role.	E
Knowledge and Experience	
3. Relevant experience in youth, education, membership organisations, or similar sectors, particularly working with and supporting diverse populations.	E
4. Experience in developing and implementing systems and processes to enhance team / organisational effectiveness	E
5. Extensive knowledge of the Higher Education sector and issues facing students	E
6. Knowledge or experience in developing and managing democratic processes or student voice structures.	D
7. Sound knowledge and experience in designing research and insights projects, including data collection methods and associated data analysis techniques.	E
8. Experience in supporting the development of staff and/or volunteers at an individual and team level.	E
Skills	
9. Excellent organisational and administrative skills	E
10. Advanced analytical skills with the ability to interpret data, identify trends, and provide clear recommendations.	E
11. Exceptional written and verbal communication skills, with the ability to simplify complex information for diverse audiences.	E
12. Strong mentoring and coaching skills, with experience in supporting individuals to achieve their personal and professional goals.	E
13. Proficient IT skills, including Microsoft Office, data management and other relevant software	E
14. Ability to work effectively both independently and collaboratively with individuals at all levels.	E
15. Able to manage multiple priorities, work under pressure, and meet deadlines.	E
Personal Qualities	
16. Commitment to the values and ethos of our Students' Union	E
17. Understanding and commitment to the principles and practices of equality and diversity	E

18. Naturally curious and open to exploring new ideas, fostering innovation and continuous improvement.	E
19. A proactive and adaptable individual who thrives in a fast-paced, change-oriented environment.	E
20. An excellent communicator skilled in building and maintaining strong relationships.	E
21. Self-motivated, enthusiastic, and approachable	E
22. Access to a car and the ability to travel across campuses	E



Best of luck with your application!



@UWSStudents

**The Students Union
Storie Street
Paisley
PA1 2HB**