



Recruitment Pack

Chief Operating Officer

uogsu.com/jobs



Applying for a position

Chief Operating Officer

Thank you for your interest in this role at the University of Gloucestershire Students' Union.

Applying for this role

- Applications are to be made by submitting a CV and supporting statement of no more than 2 pages. We encourage you to save a local copy of your application for future reference
- In the supporting statement we advise that you look through the person specification in this document and draw attention to how you meet the requirements of the role
- We are seeking a candidate who can instantly contribute to the success of UoGSU and the key aspects of experience, skills, and values we are looking for are listed in the person specification. We're mindful that it is unlikely that a candidate would possess all the desired criteria and we would encourage applications from people who meet most but not all points on the list. Training and support will be available to aid development to meet the full person specification once appointed

Returning your application

Candidates are encouraged to arrange an informal conversation with the SU CEO, Josh Clare, in advance of submitting an application. Please contact Josh Clare on 01242 714368 or email: jclare1@glos.ac.uk

You can submit your application via email to jclare1@glos.ac.uk using the subject line "UOGSU COO Application [Your Name]". Please note, we will not accept applications which arrive via an alternative route.

Important Dates

Closing Date: 12:00 Midday, 28th April

Interview Date: 11th or 12th May 2023

Start Date: Late Spring/Summer 2023

Job Details

Job Title: Chief Operating Officer

Location: Across all of the main University of Gloucestershire sites with 60% of time spent at a 'home' campus to be negotiated (three sites to date with a fourth due to be completed in 2023/24)

Department: Leadership Team

Reports to: Chief Executive Officer

Reports: Head of Finance and Resources, Student Activities Manager and Student Voice and Advocacy Manager

Salary: £40,372

Contract type: Full Time, fixed term for 12 months with a view to extend should success measures in the role be met alongside SU wide financial targets

Hours: Normally 9am-5pm. Some flexible hours required to meet demands of the Students' Union including occasional weekend work

Office days: Monday- Friday

Benefits: 25 days holiday pro rata, contributory pension scheme available.

About us

It's an exciting time to be joining University of Gloucestershire Students' Union. We're about to start the journey to develop our new strategy as our current strategy enters its third and final year. As an organisation we have been focused on communities, change and the education of our members.

UoGSU has spaces on the three main sites of the existing campuses in Cheltenham and Gloucester and we're looking ahead towards the opening of our new Gloucester city centre campus in 2023 where SU led student space is at the heart of the design. We're expanding the offer we make to students with new services as well as spending some time solidifying the amazing work we're known for already. Our people are critical to our mission to deliver for students at the University of Gloucestershire and we're looking forward to welcoming a new strategic leader to the SU.

You will be part of an organisation that is informed by its values and is always striving to be...

- **Inclusive**
- **Democratic**
- **Sustainable**
- **Courageous**
- **Student focussed**
- **Honest**
- **Supportive**
- **Fun**

More information about UoGSU is available on our website at uogsu.com

About the role

The Senior Leadership Team and Board of Trustees recognised that the SU and our University partner are entering a period of transition and the need to expand the input to strategic decisions in the months ahead. In delivering a wide range of services across multiple sites, UoGSU needs to be able to simultaneously deliver for students today whilst ensuring there is a vibrant and active SU for years to come.

The COO will be the 'second in command' in the UoGSU staff team, supporting the day-to-day operation to run effectively and efficiently. The role holder will have defined projects to lead on, line management responsibilities as well as a substantial set of responsibilities for which they are accountable.

Acting as line manager to the central services team of Finance and Resources as well as the membership teams of Student Activities and Student Voice and Advocacy, the post offers a broad portfolio for someone wishing to make an impact.

Success in this post looks like line managers feeling well supported, timely high-level reporting to key stakeholders, vibrant and impactful student officer campaigns and an SU delivering against agreed budgets.

Initially the Board of Trustees have approved the post for a period of 12 months from appointment however should the position prove successful, there may be scope to extend the appointment to a permanent post.

Job Information

Main purpose of the job

The Chief Operating Officer will be a key member of the Senior Leadership Team, the deputy to the CEO and a strategic decision maker in their own right.

Acting as the day-to-day leader of the SU staff team, the COO will engage with and support the student leadership and their direct staff reports. The post will interact with University colleagues, lead projects in the SU and work to deliver the quality of services that our members require. A successful COO will be a person who drives organisation wide improvement, ensures a fulfilled and productive staff team and reports regularly on the impact which UoGSU is delivering.

Responsible to

Chief Executive Officer

Main duties and responsibilities

Provide day-to-day leadership for the SU

- To ensure UoGSU delivers its strategic aims and objectives by providing oversight to managers and the wider staff team
- To work alongside the CEO to develop and ensure delivery against meaningful KPIs across all teams
- To ensure that services are delivering for our members, working with team managers to build solutions where gaps or improvements are identified
- To work closely with the elected student leaders to ensure their objectives are integrated into the work of SU departments
- To attend and contribute to relevant University committees and groups as required and support student leaders in these spaces by delivering briefings
- To ensure careful management of budgets across the SU, working closely with the Head of Finance and Resources to provide regular updates and build interventions as required
- To ensure that HR processes across UoGSU are to a good standard and are being utilised fully
- To model the behaviours expected from a senior leader within UoGSU and champion an environment where colleagues are simultaneously challenged and supported
- To actively champion equality, diversity and inclusion as a key aspect of how UoGSU delivers on its objectives
- To deputise for the CEO as appropriate

Deliver on projects

- To act as the key staff member to lead on transformation projects which are agreed with the CEO and Board of Trustees
- To engage with University led change projects as required
- To ensure that the SU is routinely assessing the impact of our work and can accurately report on return on investment
- To provide quality reports as required by the CEO and Board of Trustees on the work of the SU teams to be presented to University partners, external funders and other interested parties

Management responsibilities

- To provide active leadership for staff across the SU
- To ensure that the values and policies of UoGSU are reflected in the work of the staff teams
- To maintain and develop relationships with suppliers and contractors to ensure UoGSU is getting good value from these connections
- To perform all relevant line management responsibilities including but not limited to appraisals, identifying and supporting staff development, performance management and regular 1-2-1s with all staff who they directly line manage and ensure processes are followed in teams within their control
- To support the ongoing development of the staff structure at UoGSU, working with the CEO to ensure we are well placed to deliver for students
- To proactively work with other staff across UoGSU to deliver SU wide projects such as student awards, Welcome and elections

Managing risk

- To act as the key staff member responsible for oversight of the organisational risk register, working with a range of stakeholders to minimise risk
- To work with managers to develop interventions which mitigate or control risks which may span a significant period of time
- To work alongside the CEO to limit the likelihood of the reputation of UoGSU being damaged
- To ensure that UoGSU is compliant with legal, financial, and other relevant policies as required by our charitable status

General duties of all staff

- To understand and uphold the purpose and values of the organisation and ensure that these guides and inform the work and conduct of the post holder
- To be knowledgeable of the union constitution, as it applies to this post, including any legal requirements
- To work in accordance with all SU policies and procedures, including health and safety, staffing protocols, financial procedures and the SU's equal opportunities policy
- To undertake any other duties and responsibilities commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post
- To attend all staff development days and training as required. Flexibility in working hours may be required to accommodate this
- To ensure the SU's aspirations to reduce our environmental impact are delivered, contributing positively to the department and the organisation's aims
- To contribute positively (with full day commitment) to at least two university open days and to undertake general team duties during the main annual welcome period
- To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the students' union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience

Person Specification

This section describes the qualities we'd like to see in the post holder- but where we can offer training for someone that excels in some of the areas, or where you can offer other qualities you think would be useful for the role, you should indicate this on your application form.

Education, qualifications and training	Essential or Desirable
Degree level education or equivalent experience	D
Management qualification (such as an ILM award or relevant CPD programme)	D
Experience	
A minimum of 2 year's experience in a management role	E
Experience of measuring and reporting on the impact of projects or services	E
Experience of financial management or oversight	E
Experience of managing through managers and developing staff teams	D
Experience of working with multiple internal and external stakeholders across a varied remit	D
Experience of delivering service improvements within a tightly defined period	D
Knowledge and skills	
Ability to work independently and develop workplans for others within a defined framework	E
A working knowledge of and support for the work of Students' Unions	E

Exceptional interpersonal skills	E
Able to systematically define priorities to achieve objectives set for themselves and others	E
Ability to work closely with a small group of senior staff to provide joined up leadership	D
Ability to produce written impact reports for a variety of audiences including external funders	D
Values and attitudes	
Passionate about the opportunity to work within a beneficiaries led charity	E
Understanding and commitment to equal opportunities, inclusive practises, and supporting diversity	E
Confidence to drive forward positive actions even when there may be barriers to overcome	E
Desire to engage in continued professional development and improvement opportunities	E
Other	
A valid UK driving license	E

Revised Mar 2023, JC

We're committed to providing a life-enhancing student experience, take a look at how we plan to achieve this: uogsu.com

University of Gloucestershire Students' Union

uogsu.com | 01242 714360 | su@glos.ac.uk

The Park, Cheltenham, GLOS, GL50 2RH

UGSU is a part of the National Union Of Students

UoGSU represents students from the University of Gloucestershire

The University of Gloucestershire Students' Union is a registered Charity No.1148393 and registered company No.8155140.