



Operations 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 **Operations 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 providing a 1st class administration and operations function.
2. You love being the backbone of a busy and passionate team.
3. You have excellent attention to detail.

At UWS Students' Union, our 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

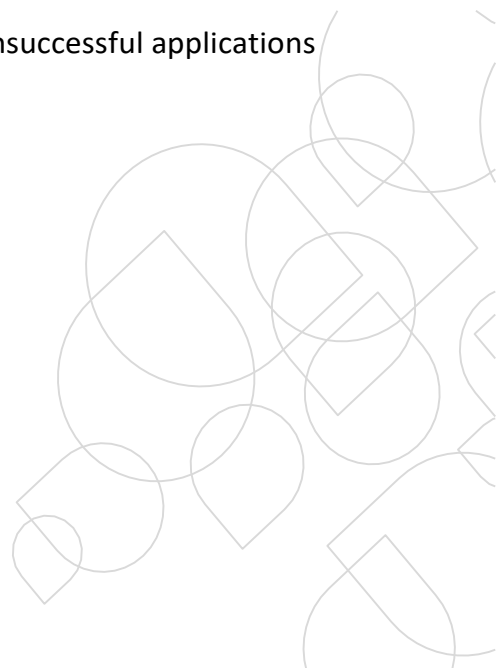
To apply for this post, please complete the **Application Form** and **Diversity Monitoring Form**, available in the job description on our website, and email them to recruitment@uwsunion.org.uk. Please note that we **cannot** accept CVs as part of the application process.

- **Closing Date:** 6th August 2025 @ 12pm
- **Interviews:** Week commencing 18th August 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 Students' Union

We are a democratic charity that is led by students.

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 our 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.

Fast Facts

49%

Increase in voter turnout for Officer Elections

71%

Satisfaction rate with our Union

5007

Instagram Followers

464

No. of students supported by Welfare and Advice

93%

Of students felt better after contacting our Advice Service

432

No. of Course Reps



About the Role

At UWS Students' Union, we're here to make sure students are heard, supported, and empowered to thrive. Our mission is simple:

"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."

Due to internal career progression, we're looking for a new Operations Coordinator to join our team – someone who can provide 1st class administration, HR, H&S and Governance support to a busy and vibrant office. Keeping the administration function running smoothly allows the student facing staff members to do what they do best.

This is a varied and rewarding role where no two days are the same. You might be attending and taking part in conferences with other Students' Unions to share ideas and best practice, assisting/completing risk assessments for Union activities or providing secretarial support to the Board of Trustees. Whatever the situation, you will bring essential and detail focused skills to maintain and improve the smooth running of the Union.

You'll also:

- Process purchase invoices through Xero accounting software.
- HR administration support and maintenance of BrightHR platform.
- Ensuring adherence to H&S policies and procedures.
- Recruitment and onboarding of new staff/Elected Officers.

You'll be joining a small, values-driven team that's passionate about social justice, equity, and creating a supportive environment for all UWS students.

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
- Access to Health Assured employee assistance

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 relevant 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 once 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



Job Title:	Operations Coordinator
Department:	Administration & Finance Department (Central Services)
Location:	Paisley with occasional travel to Lanarkshire & Ayr. Hybrid option: 1 day per week at home.
Salary:	SU Grade 4: £26,942 – £29,179 per annum
Hours of Work:	35 Hours per week
Type of Contract:	Permanent, subject to a six-month probationary period.
Reports to:	Deputy CEO – Finance & Governance.
Purpose of Role:	
<p>The Operations Coordinator will be responsible for ensuring the smooth and robust operation of the administration function of the Students' union.</p> <p>Reporting to the Deputy CEO on day-to-day aspects of HR, H&S, Governance and some Finance including processing purchase invoices and supplying payroll information.</p>	
Key Responsibilities:	
<p>Core Duties</p> <ul style="list-style-type: none"> • Coordinating all aspects of office management, activities and operations, including negotiation/management of supplier contracts, office and equipment maintenance. • Supervise and delegate to admin assistant. • Ensuring compliance with health & safety policies, liaising with our external H&S provider, attending and updating UWS H&S committee, incident reporting and risk assessment. • Assisting in the Governance of the Union, including staff training compliance & record keeping, developing office policies & procedures. • Liaising with our external HR provider and assisting senior management with Human Resources support, including staff contracts, maintenance of HR software, holiday entitlement, sickness & toil calculations etc. • Secretary to Board of Trustees, including meeting arranging/set up, agenda setting & minute taking of Board and Sub Committee meetings. • Recruitment coordination, from advert placement to new start process & documentation. • Process purchase invoices through Xero software, ensuring invoices are correctly coded and authorised. • Supporting the payroll process. • General administrative duties and support to employees. <p>Teamwork</p> <ul style="list-style-type: none"> • Work with the Deputy CEO to ensure there is a spirit of collaborative working between teams, staff (within the Union and UWS) and students. • Enthusiastic and flexible attitude. 	

- Contribute to the development of our Vision and Strategy

Other

- To live and work to our values of being welcoming, inclusive, supportive and engaging
- Carrying out appropriate tasks as necessary or as directed.
- Self-motivated
- Evening and weekend work when required
- Attend meetings, training and conferences where necessary or on the direction of the Chief Executive
- Work within the policies and procedures of the Union
- Any reasonable requests

This role supports the following UN sustainable development goals:



Person Specification

Qualifications / Training / Continuous Professional Development	Essential or Desirable
1. Relevant HNC/HND Qualification or relevant experience.	E
2. Strong Evidence of a commitment to continuous professional development, through attendance at training, conferences and self-learning.	E
Knowledge and Experience	
3. Microsoft Office software, Excel in particular.	E
4. At least 4 years operations/admin experience.	E
5. Knowledge of HR systems/processes.	E
6. Knowledge of H&S policies.	E
7. Knowledge of Charity Governance.	D
8. Experience in working for a Students Union or membership charity organisation.	D
Skills	
9. Ability to work independently.	E
10. Exceptional organisation, time management and communication skills.	E
11. Ability to work with people at all levels.	E

12. Attention to detail.	E
13. Able to work under pressure and meet strict deadlines.	E
Personal Qualities	
14. Desire to work within a democratic student-led environment.	E
15. Understanding of commitment to equality of opportunity.	E
16. Reliable and trustworthy.	E
17. Team focused.	E
18. Self-motivated and enthusiastic.	E
19. Fun and approachable.	E



Best of luck with your application!



@UWSStudents

**The Students' Union
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