

# Recruitment Pack



## Student Democracy & Insights Coordinator (Mat. Cover)

Where Student Voice Becomes Action



# Student Officer Team's Welcome

## Where Student Voice Becomes Action

We're delighted you're considering the role of Student Democracy & Insights Coordinator at UWS Students' Union.

Over the past year, our Union has been through significant democratic reform. Students voted to reshape how they are represented, and we are now implementing new School Forums, Campus Forums, expanded Officer roles, and clearer accountability structures.

At the same time, student need is rising. Cost-of-living pressures, academic complexity, and uneven campus experiences mean that student voice must be stronger, clearer and backed by evidence.

This role sits right at the centre of that work.

You'll oversee the delivery of our new democratic structures and maintain the systems that help us understand what students are experiencing in real time. Our "*Everything Matters Survey*" has already changed how we listen to students. Every submission receives a personal response. Trends are analysed and fed directly into campaigns, negotiations and governance discussions.

This is not a background data role. It is about strengthening credibility, supporting elected officers, and making sure student voice is organised, structured and influential.

If you're someone who believes democratic systems should be inclusive, evidence should shape decisions, and student voice should lead to real change, we'd love to hear from you.

We welcome applications from people of all backgrounds and experiences and are happy to discuss reasonable adjustments at any stage of the process.

This pack contains everything you need to know about the role, our Union, and the benefits of working with us. You'll also find guidance on completing the application form to give you the best chance of being shortlisted for interview.

## How to Apply

To apply, 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](mailto:recruitment@uwsunion.org.uk). Please note **we cannot accept CVs** as part of the application process.

- **Closing Date:** Friday 13<sup>th</sup> March 2026 at 10am.
- **Interviews:** Wednesday April 1<sup>st</sup> 2026.

We look forward to receiving your application!

Warm regards,  
**The Student Officer Team**  
**UWS Students' Union**





## About UWS Students' Union

UWS Students' Union is a democratic, student-led charity representing more than 22,000 students across campuses in Paisley, Ayr, Lanarkshire, Dumfries and London.

Everything we do starts with students.

Our elected Officers set the direction of the Union. Course Representatives, student groups and democratic forums raise issues, shape campaigns and influence decisions across the University. Student voice is not symbolic here - it drives our work.

In the past year, students voted to reshape how they are represented through our Democracy Review. We are now implementing new structures designed to make representation more accessible, more accountable and more impactful.

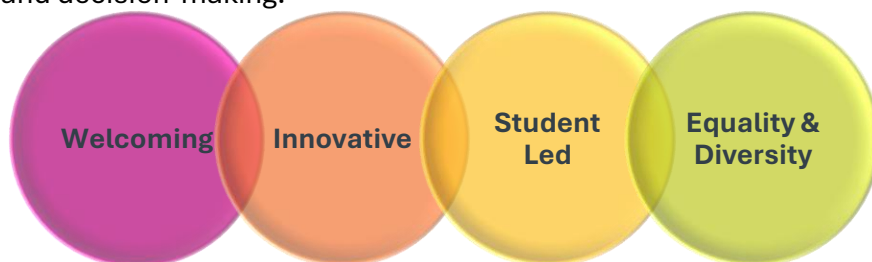
Our students reflect the widening access mission of the University. Many are mature learners. Many balance study with work or caring responsibilities. Many are the first in their family to attend university. A significant proportion are international students studying far from home. This diversity makes strong, inclusive and evidence-led representation essential.

We work in partnership with the University to improve the student experience, but we are independent. Our credibility rests on our ability to gather evidence, amplify lived experience and advocate clearly on behalf of students.

The Student Democracy & Insights Coordinator plays a key role in that work - ensuring our democratic structures are effective and that student insight directly informs campaigns, negotiations and decision-making.

### Our Values:

Our work is guided by our values:



## Fast Facts

**64**

**Active Societies**

**88%**

**Satisfaction rate  
with our Union**

**1,112**

**Members of  
societies**

**506**

**Student Reps**

**59%**

**Of surveyed  
students experience  
financial hardship**

**218**

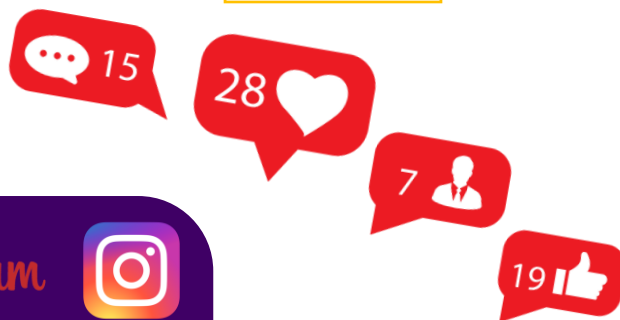
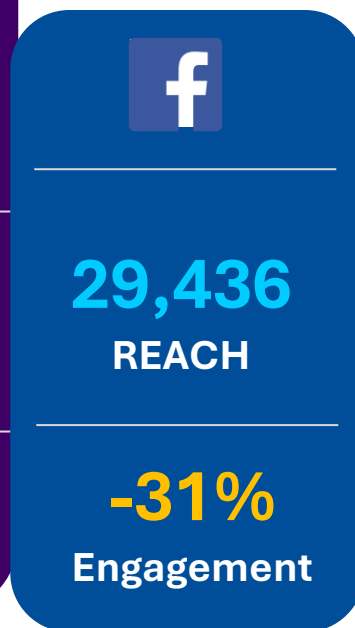
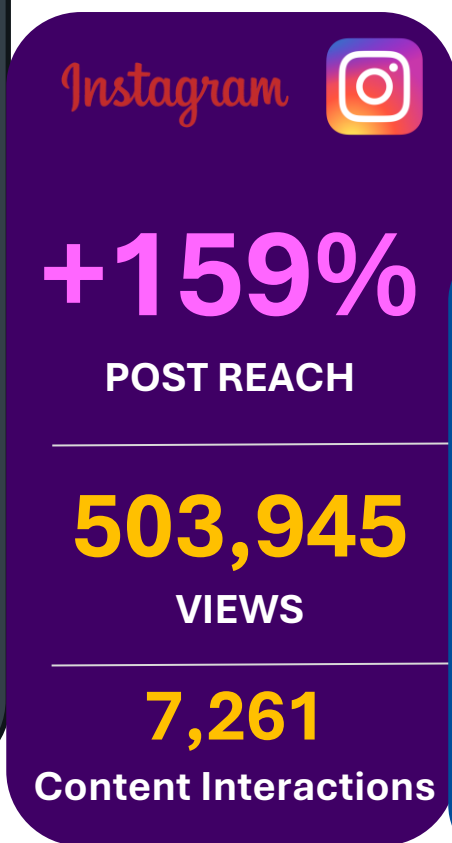
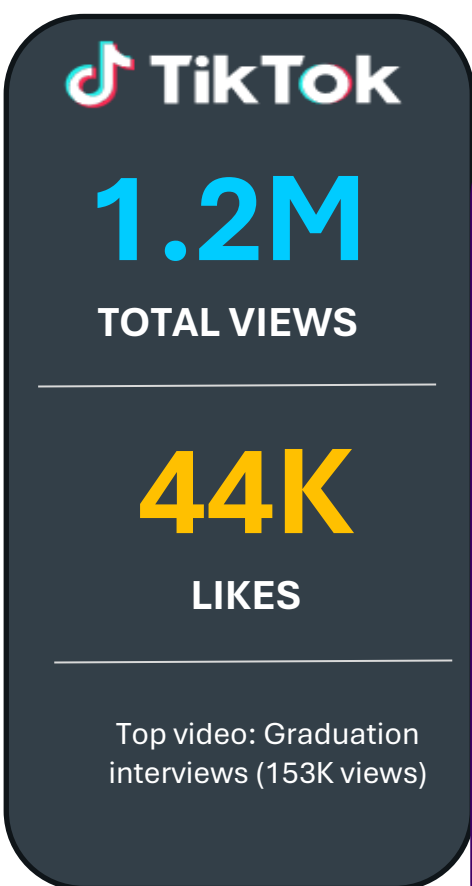
**Students supported  
through our Advice  
Service**



# Our Digital Reach

## Where Students Connect With Us

Our social media channels have transformed how we engage, inform and empower students across all campuses.



*TikTok has quickly become our most viral outlet - other Students' Unions now look to our approach as best practice.*



## About the Role

This is a fixed-term maternity cover role at a significant point for student representation at UWS.

Students have recently reshaped our democratic structures through the Democracy Review. At the same time, the University is moving from four Schools to three Faculties. As academic structures change, our representation systems must remain aligned, clear and effective.

The Student Democracy & Insights Coordinator will play a central role in ensuring that student voice is understood, evidenced and communicated well throughout this transition.

A key focus of this role is analysing student feedback and presenting it in clear, accessible and actionable ways.

You will maintain and develop the Everything Matters Survey and other insight tools, identify patterns and emerging themes, and translate complex data into briefings that Officers, staff and University colleagues can use with confidence.

This means:

- Turning raw feedback into clear narratives
- Producing structured reports and summaries
- Identifying trends across campuses and Faculties
- Supporting elected Officers to use evidence in campaigns and negotiations

Alongside this, you will support the implementation of our democratic structures, ensuring they align with the new Faculty model and continue to provide meaningful opportunities for student engagement.

This is not simply a reporting role. It is about helping the Union understand its students better, and ensuring that insight strengthens representation and decision-making.

## 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 programme

# 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](http://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!**

**This role supports the following United Nations Sustainable Development Goals:**



# JOB DESCRIPTION

|   |  |
|---|--|
| <b>Job Title:</b>   | <b>Student Democracy &amp; Insights Coordinator (Maternity Cover)</b>    |
| <b>Location:</b>  | <b>Paisley, with travel to the other campuses as appropriate</b>         |
| <b>Salary:</b>  | <b>Grade 4 – starting salary £28,031 (£16,819 pro-rata for 21 hours)</b> |
| <b>Hours of Work:</b>   | <b>21 hours per week (including evening and weekend working)</b>         |
| <b>Type of Contract</b>   | <b>12 months Fixed Term (Maternity Leave Cover)</b>                      |
| <b>Reports to:</b>  | <b>Societies &amp; Engagement Team Leader</b>                            |
| <b>Purpose of Role</b>  |  |
| <p>Students have recently reshaped our democratic structures through the Democracy Review. At the same time, the University is moving from four Schools to three Faculties. As academic structures change, our representation systems must align clearly and remain effective.</p> <p>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.</p> <p>The Student Democracy &amp; Insights Coordinator will lead on analysing and presenting student insight to strengthen representation and influence decision-making.</p> <p>The role combines democratic development with data analysis. The postholder will maintain and develop student feedback systems, identify trends across campuses and Faculties, and translate complex information into clear, accessible reports and briefings that support elected Officers, staff and University engagement.</p> <p>This role ensures that student voice is not only heard, but understood and acted upon.</p> |  |
| <b>Key Responsibilities:</b>  |  |
| <p><b>Democratic Structure Implementation</b></p> <ul style="list-style-type: none"> <li>• Support the implementation of the Democracy Review recommendations.</li> <li>• Review representation frameworks and identify adjustments required to maintain clarity and effectiveness.</li> <li>• Support Faculty Vice Presidents and Forums, Campus Forums and democratic working groups to function effectively.</li> <li>• Contribute to monitoring the impact and effectiveness of new democratic arrangements.</li> </ul> <p><b>Insights &amp; Research</b></p> <ul style="list-style-type: none"> <li>• Maintain and develop the Union’s Everything Matters Survey and associated insight systems.</li> </ul>  |  |



- Analyse qualitative and quantitative student feedback to identify patterns, emerging themes and risks.
- 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.
- Support the continued development of dashboards or reporting tools that enable evidence-based decision-making.

#### **Officer and Representation Support**

- Provide structured insight briefings to elected Officers to support manifesto delivery and policy development.
- Support Officers to use evidence confidently in campaigns, negotiations and committee settings.
- Identify trends in student feedback that require escalation or strategic focus.
- Work collaboratively with colleagues responsible for representation training to ensure insight informs representative development.

#### **Partnership and Communication**

- Present findings in internal meetings and, where appropriate, University committees.
- Build constructive working relationships with academic and professional services colleagues.
- Contribute to reports for Trustees and governance meetings as required.
- Ensure insight work reflects the diversity of UWS students and supports inclusive representation.

#### **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.

#### **General**

- Work in line with the Students' Union's values, policies and commitment to equality, inclusion, and student-led activity.
- Contribute to Union-wide initiatives and events as needed, including occasional evening and weekend work.
- Undertake any other duties appropriate to the role.

# Person Specification

| Qualification / Training / Continuous Professional Development   | Essential or Desirable |
|--|------------------------|
| 1. Relevant Degree / HE or FE Qualification / Research Qualification   | E                      |
| 2. Strong evidence of a commitment to continuous professional development, through attendance at training, conferences and self-learning.  | 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 developing or supporting democratic or representative structures   | E                      |
| 5. Sound knowledge and experience in designing research and insights projects, including data collection methods and associated data analysis techniques.  | E                      |
| 6. Experience producing structured reports or briefings for different audiences  | E                      |
| 7. Knowledge of the Higher Education sector and issues facing students   | D                      |
| 8. Experience using data dashboards or visualisation tools   | D                      |
| Skills   |                        |
| 9. Strong analytical skills and attention to detail  | E                      |
| 10. Excellent IT skills, including a proven ability to use data analysis and visualisation tools (e.g. Excel, PowerBI or equivalent) to interpret trends and present findings in accessible formats. | E                      |
| 11. Ability to translate complex data into clear, accessible written and verbal communication  | E                      |
| 12. Strong organisational skills, with the ability to manage multiple activities and deadlines.  | E                      |
| 13. Excellent verbal and written communication skills, with the ability to work confidently with students, colleagues, and partners.   | E                      |
| 14. A proactive approach towards building partnerships and finding solutions to any issues   | E                      |
| 15. Ability to work collaboratively across teams   | E                      |
| Personal Qualities   |                        |
| 16. Understanding and commitment to the principles and practices of equality and diversity   | E                      |
| 17. Naturally curious and open to exploring new ideas, fostering innovation and continuous improvement.  | E                      |
| 18. A proactive and adaptable individual who thrives in a fast-paced, change-oriented environment.   | E                      |
| 19. An excellent communicator skilled in building and maintaining strong relationships.  | E                      |
| 20. Self-motivated, enthusiastic, and approachable   | E                      |
| 21. Access to a car and the ability to travel across campuses  | D                      |



**Best of luck with your application!**



**@UWSStudents**

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