



SURREY
STUDENTS'
UNION

Job Pack

Office and People Coordinator



SURREY
STUDENTS'
UNION

Your Surrey Life.

Chief Executive Officer's Introduction

Dear applicant,

Thank you for considering this role of Office and People Coordinator at Surrey Students' Union. Our mission is to make sure our students have the best Surrey life, which means each and every staff role we have is exciting, varied and extremely rewarding.

Surrey Students' Union is a not-for-profit charity that aims to provide important, essential and exciting services to all students at the University of Surrey. We employ a team of full-time staff, five elected Sabbatical Officers and hundreds of student staff who lead, run and deliver them.

We are in the process of a positive period of change which has already seen:

- The launch of our new Strategic Plan, which sets out an ambitious plan for the next three years of our organisation's development; you can read more about this in this pack on page 6.
- Securing new funding from the University to support exciting and impactful initiatives such as expanding our Belonging initiative, and extra capacity in our Voice and Support Zones to improve the service we provide to our members.
- The opening of a fantastic new bar and kitchen at our Manor Park campus called Manor Park Social.
- A review of all of our governance and management structures to enable the smooth operation of all Union decision making and charitable responsibilities.
- Reorganisation of our approach to our digital systems and services to ensure we are offering the best possible experience to our members.
- The launch of our new brand guidelines and tone of voice to ensure we are communicating as effectively and impactfully as possible.
- A thorough review of our People Strategy to ensure we are recruiting, training and retaining the best possible staff through proper investment in our processes, policies and people development.
- The Union again being rated amongst the top 10 students' unions in the UK in the National Student Survey; this year we were rated 7th.

I'm proud to work for this organisation and I think you would be too. This job pack explains more about the Union, our superb Sabbatical Officers, the role and the benefits. We hope you will be interested in joining us and being part of Surrey Students' Union.

All the best,

Alex McKee

Chief Executive Officer





About Surrey Students' Union

Surrey Students' Union is the representative body for all University of Surrey students. We are a charity that aims to improve the student experience through a range of services we offer through our five zones. Consistently rated in the top 10 students' unions in the UK, Surrey Students Union is an essential part of the life for all students at the University of Surrey.

Central Zone

The Central Zone is led by our President and Chief Executive Officer, it is the foundation on which all of our other zones sit on. It includes our finance, human resources, communications, digital systems and front-of-house teams.

Activity Zone

The Activity Zone is led by our VP Activity and the Student Activities & Events Manager. It supports all of our clubs and societies to operate, helps committee members through training and development and works with Surrey Sports Park on Team Surrey - our sport and physical activity programme.

Community Zone

The Community Zone is led by our VP Community and Head of Commercial Operations. It is tasked with creating opportunities for Surrey students to meet each other, make new friends and try new things. It operates Rubix, our nightclub, and Manor Park Social, our bar.

Support Zone

The Support Zone is led by our VP Support and the Support Manager. It provides vital support services to students throughout their time at Surrey. It operates an all-year round advice service for all student issues. It also runs initiatives such as Nightline, Welfare Watch as well as various awareness campaigns.

Voice Zone

The Voice Zone is led by the VP Voice and the Head of Voice & Communications. It is the key link between student opinions and ideas and the key decision makers across the University. It runs the Course Reps and Head Reps as well as the Union Voice Forum and all Union elections. It also conducts research on student issues.



Our Sabbatical Officers

Each year five students are elected by the student body to lead the Union, they are called Sabbatical Officers. As a student focused organisation, our Sabbatical Officers are at the heart of all decision making, representation and interaction with the University of Surrey senior leadership. They each lead on a zone in conjunction with a staff member meaning they can meaningfully influence and change all the key services and functions of the Union. All staff roles at the Union interact regularly with Sabbatical Officers and they are a huge part of the enjoyment and energy that comes from working in a students' union.



From left to right:
Jenny VP Support, **Amber** VP Community, **Nicoelle** President, **Mimi** VP Activity, **Waleed** VP Voice



Our Vision

***Making sure our students
have the best Surrey life.***

Our Mission

We want our students to have the best Surrey life by:

- Improving their education and student life by representing their student voice
- Helping them enjoy their time through learning new skills and participating in our activities
- Ensuring they feel a sense of belonging through our community initiatives and vibrant social life in our venues
- By being by their side, no matter what, through our support initiatives, campaigns and services.

Our Strategic Themes

1. Your Education

2. Your Wellbeing

3. Your Belonging

4. Your Voice

5. Your Future

6. Your Union



Our Values

Dynamic

- We respond quickly to student issues and ensure we are well-informed by our network of elected student leaders.
- We are always willing to try new things, learn from our mistakes and continually improve our services.
- We understand that student interests change all the time and we pride ourselves on being responsive to this.

Approachable

- We are friendly and easy to talk to; we are here when students need us most.
- We communicate in a timely and accurate manner ensuring we adapt to how students want to be engaged with.
- We work hard to gain the trust of our members and work harder to keep it.

Fun

- We make university life enjoyable, empowering and memorable.
- We are fun, but not unprofessional or childish.
- When students look back on their time at Surrey, their involvement with the Union should put a smile on their faces.

Excellent

- We do things well, quickly and with students in mind.
- We want to be seen as the experts on our students; we know what they want and need.
- We are always trying to improve what we do and raise the bar.

Ethical

- We place our values above all else and strive for an inclusive and welcoming student community.
- We want to be a great employer offering the best possible job experience for students and full-time staff alike.
- We are a not-for-profit charity and ensure all of our services are accessible and run sustainably.



Have a look at our full strategy - scan here



Office and People Coordinator

Zone	Central
Reports to	Director of People and Representation
Responsible for	Student staff as appropriate
Hours	Full-time, but flexible if required

Purpose of the job

Surrey Students' Union is the sole representative body for the University of Surrey students. Our vision is to make sure our students have the best Surrey life, and we achieve this through representing student voice, helping students participate in activities, provide a sense of belonging and a vibrant social life, and support students through campaigns and services.

We represent approximately 17,000 students on every level of their University experience, led by a team of elected student representatives and a dynamic staff team including over 150 student staff. We take pride in the outcomes we achieve for our members and are currently ranked within the top 10 Students' Unions in the country in the National Student Survey. We strive to be an employer of choice, where staff enjoy working in a varied and flexible environment. Culturally we foster inclusivity, openness and a friendly workplace where all employees are valued and understand the contribution they make to the organisation's strategic objectives.

The Office and People Coordinator plays a key role in ensuring the Students' Union runs smoothly, providing high-quality administrative and organisational support across the organisation. The role is responsible for coordinating the Union's governance processes, ensuring meetings are well planned and supported, maintaining accurate and timely records, managing the Chief Executive's diary, and providing general administrative support to the Senior Management Team to help facilitate the effective running of the organisation.

Working closely with the Director of People and Representation, the postholder will also provide essential support across the Union's people function, helping to deliver an efficient and positive employee experience. From recruitment and onboarding through to day-to-day HR administration, the role will promote excellent organisation, consistency and best practice throughout the employee lifecycle, while contributing to the continuous improvement of administrative processes across the Union.

Key Responsibilities

To support the smooth and effective running of the Students' Union by providing high-quality administrative support across office operations, the people function and executive diary management, ensuring efficient processes, accurate records and a well-coordinated approach to the Union's day-to-day operations.

This includes but is not limited to:

- Coordinate the day-to-day organisation of the Students' Union offices, ensuring effective and efficient operations.
- Coordinate the organisation's governance processes, including scheduling meetings, preparing agendas, communicating with attendees, distributing papers and ensuring actions are followed up.
- Take accurate minutes at the Union's Board of Trustees, sub-committees of the Board, and other meetings as necessary, producing clear and timely records and maintaining governance documentation.
- Arrange meetings, book rooms, coordinate with attendees and manage meeting logistics, both in person and online.
- Manage the Chief Executive's diary, coordinating meetings, appointments and priorities to make the best use of their time.
- Provide high-quality administrative support to the Senior Management Team and wider staff team, as required.
- Support the organisation of annual staff events as part of the normal Students' Union staff calendar, including Christmas functions and the annual staff away day.
- Maintain accurate and effective record management systems, ensuring documents are accurate, up to date and handled confidentially.
- Support the Director of People and Representation with the administration of the employee lifecycle, including recruitment, onboarding, contractual changes and leaver processes.
- Prepare employment documentation, maintain HR records, and ensure information is recorded accurately and securely.
- Support recruitment activity by coordinating interviews, communicating with candidates and managers, and administering pre-employment checks.
- Assist with the administration of learning and development activities and other people-related initiatives.
- Produce correspondence, reports, presentations and other documentation to a high standard.
- Act as a first point of contact for office and HR-related enquiries, providing professional and helpful support to students, staff and visitors.
- Support the continuous improvement of administrative systems and processes, identifying opportunities to improve efficiency and service delivery.
- Maintain confidentiality at all times, particularly when handling sensitive governance and people-related information.
- Undertake any other duties as part of the wider Students' Union team, particularly during showcase events such as the induction of new students.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Degree (or equivalent qualification)		X		X
Experience				
Experience of providing high quality administrative support in a busy office environment	X		X	X
Experience of coordinating meetings and meeting records, including arranging logistics, communicating with stakeholders and taking accurate minutes	X		X	X
Experience of HR administration, including working with confidential information to a high professional standard		X		X
Experience of providing excellent customer service to a range of different service users.	X		X	X
Experience of executive diary management and supporting colleagues with competing priorities		X		X
Experience of supporting governance arrangements, committees or Trustee Boards.		X		X
Knowledge				
Strong understanding of good administrative practice and effective office organisation	X		X	X
Knowledge of the importance of confidentiality and data protection when handling sensitive information	X		X	X
A good understanding of effective meeting administration and organisation, including record keeping.	X		X	X
Awareness of employment legislation and HR best practice		X		X
An understanding of the role of a Students' Union and the UK higher education system		X		X

	<i>Essential</i>	<i>Desirable</i>	<i>Tested at Interview</i>	<i>Tested at Application</i>
Skills				
Strong IT skills – Using Microsoft Office tools	X			X
Excellent administration and organisational abilities with a high level of attention to detail and professionalism across all tasks.	X			X
Ability to communicate professionally with a wide range of stakeholders	X			X
Ability to adapt to different competing tasks and work flexibly depending on priorities	X			X
Strong interpersonal skills which enable you to build positive working relationships with a wide range of people	X			X
Values, attitudes and personal style				
Highly organised individual who focusses on completing tasks efficiently and to a high standard	X		X	X
Able to demonstrate strong integrity, professionalism and sound judgement	X		X	X
Commitment to providing an excellent service to colleagues, students and other stakeholders	X			X
Proactive, flexible and positive approach to work	X			X



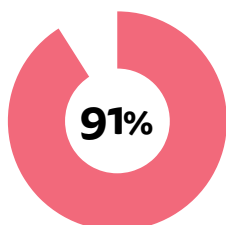
Salary and Benefits

Salary

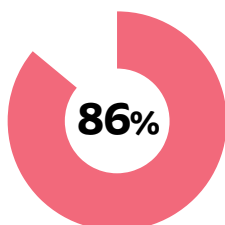
Grade C1 £33,951

Benefits of working for Surrey Students' Union

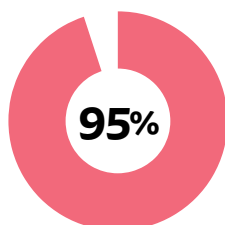
- 8% employer pension contribution
- Unlimited leave entitlement
- 7 additional days of leave each year during University closures at Christmas and Easter, on top of National Bank Holidays
- Flexible and hybrid working welcomed
- Season ticket and bike purchase loans
- Free eye test and winter flu jab
- Discounted Surrey Sports Park membership
- Access to online discounts and offers through Shop St.



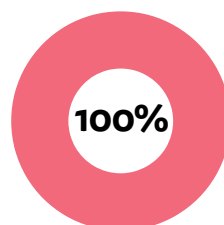
Staff say they feel part of a high performing team



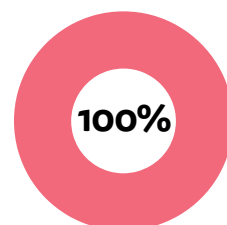
Staff say the organisation helps them acquire knowledge and skills that will benefit their future career



Staff say the organisation encourages them to learn and develop their potential



Staff say they are able to work flexibly when appropriate



Staff feel that their work contributes to the organisational goals

Results from the Staff Survey 2025



**Proud to be
in the UK**

**in the National
Student Survey 2026**

7th

Flexible Working

The advertised salary is based on a full-time role of 36 hours per week. We recognise that different working arrangements may be appropriate for different individuals and are committed to considering flexible working requests where these can be accommodated.

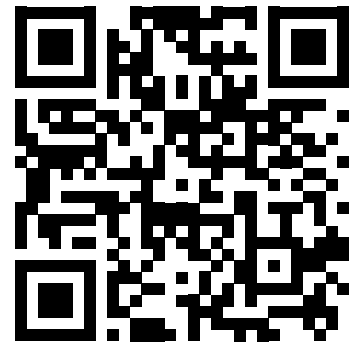
If you would like to discuss a different working arrangement for this role, please include this in your application or contact us for an informal conversation.



How to apply

Please submit your application through our recruitment portal.

jobs.surreyunion.org



- Applications close
- Shortlisting
- Interviews

Friday 4 September 17:00

Week beginning Monday 7 September

Week beginning Monday 14 September

Eligibility to Work

Unfortunately, we are unable to sponsor visas. As a result, applicants must already have the legal right to work in the UK before applying and throughout the duration of their employment.

Use of AI in Applications

We value authenticity and want to understand your genuine motivations, achievements, and communication style. Applications that are clearly written in your own voice will help us get to know the real you. Any applications written solely using AI won't be considered.



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*Here to
Help*

SURREY
STUDENTS'
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Union House,
Guildford
GU2 7XH
surreyunion.org