KSU KENT STUDENTS' UNION

People and Governance Co-ordinator



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the **People and Governance Co-ordinator** role, based in Canterbury, with **London and South East University Students' Union (LASE SU)**. This is a one-year fixed term role.

This is an exciting opportunity to join a team at the heart of the organisation, providing people and governance support across our Canterbury (KSU) and Greenwich (GSU) operations, as well as Kent Union Trading Ltd (KUTL), which delivers our commercial services in Canterbury.

You will play a key part in supporting our staff and helping our organisation run effectively, enabling our teams to deliver the services and experiences that make a difference to student life.

Students are the reason LASE SU exists. We support them throughout their university journey, and our dedicated staff and volunteers work together to improve their experience. You will be joining a talented and committed team that puts students at the centre of its work.

This pack provides information about the role, our organisation and how to apply. If you would like further information or an informal chat about the opportunity, please contact us at kentunionrecruitment@kent.ac.uk.

We look forward to hearing from you.

Mel Sharman

Chief Executive

KSU - About Us

OUR MISSION

Why we're here

We are a charity that supports students at the University of Kent.

We are:

- Student led
- Here for our members
- A place of opportunities



OUR BELIEFS

Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should **have the opportunity to fulfil their potential** in life, have a voice in society and make a difference.

OUR VISION

Where we're going

Our vision is to provide the best student experiences on the planet

OUR VALUES

How we're perceived

Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in
- We ensure our staff have a healthy work-life balance

Find out more at www.ksu.co.uk/strategy



How We Are Run

How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. **Our KUTL profits are gift aided into the Kent** Student's Union charity and reinvested back to provide essential services and activities for our students and members.

Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the **4 elected Full-Time officers, 6 External Trustees and 4 Student Trustees**. Our Board of Trustees has ultimate responsibility for directing the affairs of LASE Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to **the Chief Executive, Senior Leadershipt and staff team.**

Staff And Management Structure

LASE SU employs approximately **536 staff** to provide services for its members, consisting of 360 student staff and 30 supply staff; student staff work whilst completing their studies at the University of Kent and the University of Greenwich. The 146 career roles are professionals who have made working at the Unions part of their career. Staff are employed by either the charity or for the Commercial Services employed currently by KUTL.

Working With Us



We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

Our Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and approximately 200 student staff in Canterbury.



The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

thevenuekent.co.uk



Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

ksu.co.uk/woodys



Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

ksu.co.uk/campus-coffee



Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

oaksnurserykent.co.uk/



Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.



SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

sunetwork.co.uk/

Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an **office in the Mandela Building (University of Kent,** Canterbury CT2 7NW), with occasional travel to other campuses.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

When We Work

Kent Student's Union recognises the importance of helping its employees balance their work and **home life and so we have cutting-edge flexible** working policies and many ways in which staff can **work flexibly and remotely, based on the nature of** the role and in line with business needs.

Any employee can make a request for flexible working. Whilst we cannot guarantee to **accommodate a flexible working application, we** do guarantee that we will carefully consider any request made.

Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically **marginalised backgrounds candidates (REMP).**

Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.

Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person **specification) and are from a REM background,** you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees **an interview for REM applicants who meet the** minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



About The Department

Department Name	People and Governance Department
What We Do	The People Department is a central supporting department responsible for implementing the Union's 'People Plan', ensuring our people are all working together to achieve our charitable purpose. The department oversees a broad range of HR and Governance functions, providing advice, guidance and practical support across the organisation. This includes the full employee lifecycle, from recruitment, onboarding and induction through to learning and development, performance management, employee relations, wellbeing, and the development and implementation of employment policies and procedures. Working closely with colleagues, managers, Student Officers, Trustees and the wider University, the People Department helps to shape organisational culture, strengthen accountability and ensure that both our people and our governance arrangements support the long-term success and sustainability of the Union.

About The Role

Job Title	People and Governance Coordinator
Salary Range	Annual salary – £ 25,378 1 year fixed contract
Annual Leave	37 days' annual leave (inclusive of all bank holidays and Christmas holidays)
Reports To	People and Governance Manager
Place Of Work	This post will be based at the University of Kent, Canterbury Campus.
Working Hours	The contracted hours are 35 hours per week (full time)
Pension	The post holder is entitled to join the Superannuation Arrangements of the University of London (SAUL), CARE pension scheme with PensionsPlus (salary sacrifice), in which Kent Union contributes 16% and employees contribute 6% of salary.

Probationary arrangements	This post is subject to a 4-month probationary period
Role Purpose	The post-holder will play a key role in supporting the effective running of the Union by co-ordinating and delivering its HR and Governance functions. They will provide advice, guidance and support to managers and staff on a range of people-related matters, ensuring effective HR processes and governance arrangements are in place and that the Union meets its legal and organisational responsibilities.

Duties And Responsibilities

Operational Duties

- To co-ordinate all recruitment for Kent Students' Union, ensuring Recruitment, Selection and induction Policies are adhered to.
- To triage general HR and Governance enquiries.
- To ensure accurate HR and Governance records, databases files and systems are maintained with absolute confidentially and in line with the GDPR.
- To abide by all relevant legislation and statutory requirements pertaining to HR and Governance.
- Provide support to Managers on all issues relating to the performance management and development plans of our people.
- To co-ordinate and support inductions and key training events which include; rolling development programme, staff development days, staff socials and wellbeing events

- Co-ordinating the monthly absence management process working with line manager to highlight absence issues.
- To provide general administrative support, including minute taking, typing minutes, letters, memos and reports, and archiving files.
- Carrying out project work, to improve the systems within the HR and Governance functions.
- Administration of Compliance, Legislation and Regulation review and administration of strategic risk register.
- Administration of policy review dates and deadlines.
- Administration of Board/Committee meetings, chasing papers, creating and updating action logs, booking meeting rooms, F&B, parking permits.
- To provide guidance within the organisation on equality of opportunity, challenging discrimination, championing diversity and promoting inclusiveness.

People Responsibilities

- To encourage open feedback and debate from team members across all departments.

Duties And Responsibilities

Financial Responsibilities

- To ensure best value for money is obtained within the HR and Governance functions, and to ensure all financial procedures are adhered to at all times.
- To ensure monthly staff hours are provided to the University in the required format, informing the pay office of any changes in details/pay or additional payments.

Expected Behaviours

- To attend training sessions, and appropriate meetings as and when required by Kent Students' Union.
- To contribute to the positive image of Kent Students' Union with students, the University and the local community.
- Foster positive relationships across all levels of the organisation.
- To ensure systems are in place to reduce Kent Students' Unions' impact on the environment.
- To represent Kent Students' Union and adhere to organisational policies and procedures.
- Carry out other duties and activities as reasonable be required to support colleagues in achieving Kent Students' Union's Strategic Plan.
- To lead and champion the use of the Behaviours Framework across the department and ensure its integration in to all performance management structures.

What We're Looking For

Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post.
Desirable elements should be developed and maintained once in post as needed.

Essential, Desirable,Tested at Interview and Application

Qualifications	**E**	**D**	**I**	**A**
GCSE Maths and English or equivalent	x			x
CIPD Qualification or equivalent		x		x
Experience	**E**	**D**	**I**	**A**
Experience of working in an HR environment	x		x	x
Experience of working in a Governance department		x	x	x
Have experience in working with a range of IT systems	x		x	x
Experience of general administrative work	x		x	x
Knowledge	**E**	**D**	**I**	**A**
A good understanding of employment legislation	x		x	x
A good understanding of personnel processes	x		x	
A good knowledge of best practice in IT systems, including Microsoft Office	x		x	x
A good understanding of standard practice in letter writing and emails	x			x

Skills And Ability	E	D	I	A
Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment	x		x	x
Proficient in IT, specifically Microsoft Office	x			x
Ability to work independently and as part of a team, in a dynamic, fast-paced working environment	x		x	x
Excellent communication skills, with the ability to relate and communicate effectively with people at all levels	x		x	x
Values And Behaviours	**E**	**D**	**I**	**A**
Evidence of a personal commitment to continuing professional development.	x		x	
Demonstrates compassion, care and empathy, ensuring tact and sensitivity when dealing with individuals	x		X	
A team player, who helps others build a successful team, celebrates others' success and supports others to achieve individual and collective goals and objectives.	x		x	
A commitment to equality of opportunity; someone who builds a culture of inclusivity and diversity.	x		x	
A strong commitment to working in a democratic and membership organisation	x		x	

How To Apply

Positioned Advertised	W/C 9/11/2026
Applications Close	29/11/2026, 23.59pm
Shortlisting	W/C 30/11/2026
Interviews	W/C 7/12/2026 The post will commence in early January 2027

To apply, please submit your application through our recruitment portal at ksu.co.uk/careers.

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact **Jane Fowler, People and Governance Manager by emailing J.Fowler@kent.ac.uk**

Completed applications must be received by 29/11/2026 23.59pm

KSU

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ksu.co.uk